



student clinic

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OVERVIEW

As part of each hands-on course, students are required to complete a certain number of student clinics.

Student Clinic is where you massage the public under the close supervision of a teacher here at the School.

Why are these clinics so important to your training?

Firstly, it is a requirement to complete Student clinics in order to become an accredited Massage therapist.

Secondly, Student Clinic provides a secure and safe environment where you will be able to develop your skills and build confidence in providing a treatment.



IMPORTANT - Do you know the Student Clinic Policies?

It is every student's responsibility to know and be familiar with the Student Clinic guidelines and policies before booking your clinic. These are strictly adhered to, to ensure fairness to all students and quality of service for our clients.

CLINIC OVERVIEW

Eligibility

Swedish students are eligible to participate in student clinic after the completion of lecture 7. However, bookings for these clinics can be taken after the completion of lecture 3. Remedial students are eligible to participate in student clinic after the completion of lecture 4. However, bookings for these clinics can be taken after the completion of lecture 1.

Booking

Prior to booking your first clinic you are required to sign the Student Clinic Register. This confirms you understand and agree to the Student Clinic policies and procedures.

Please thoroughly read the Student Clinic information prior to booking.




Completion

Please note that students have a total of one year to finalise the required clinics after the completion of each subject.

CLINIC TIMETABLE

Student Clinic is held at the School on Thursdays and Saturdays.

Typically students will treat 4 different clients for just under an hour each with a 15 minute break after the second client. Students should observe the following timetable for each respective session:

| | Thursday | Saturday <u>AM</u> (morning clinic) | Saturday <u>PM</u> (afternoon clinic) |
|--|--|--|---|
| START Student <u>arrival</u> at the School & briefing commences |  9.30am |  8.30am |  1.15pm <small>Except Aromatherapy*</small> |
| <i>"Cut-off" for late arrivals</i> | <i>9:45am</i> | <i>8.45am</i> | <i>1.30pm</i> |
| <i>First Client treatment commences</i> | <i>10.00am</i> | <i>9.00am</i> | <i>1.45pm</i> |
| <i>FINISH</i> | <i>2.30pm</i> | <i>1.30pm</i> | <i>6.15pm</i> |

* Aromatherapy Sessions start earlier. Please check with your teacher.

Arrival Times, 'Cut-off' Times & Penalties

Students need to arrive by the **START** time indicated.

A late arriving student may not be allowed to do clinic after the indicated **'cut-off' times**.

Arrival *after* this time means you will receive a penalty (see penalty details in next section).

After the 'cut-off' time, any available space may be forfeited to a stand-by student.

STUDENT CLINIC GUIDELINES & POLICIES

The following conditions apply to all students undertaking their student clinics for any subject.

| | |
|---|---|
| Arrival Times | <p>Students must arrive as per the required START times, as published. There is no flexibility in arriving late for Student Clinic.</p> <p>If you arrive after the CUT-OFF time, a penalty will be enforced, even if Student Clinic staff deems it appropriate that you conduct your Student Clinic.</p> <p>Students are not to leave the premises during Student Clinic breaks.</p> |
| Clinic Cancellation and Non-Attendance | <p>Once a student has booked a Student Clinic session, they are responsible for keeping track of their booked Student Clinics, and attending them.</p> <p>A minimum of 24 hours notice is required to cancel or change a Student Clinic booking. For example, if you are booked in to a Saturday morning clinic, you must phone the school by 8:30am on the Friday before.</p> <p>You must speak to an admin staff member, either in person or via the telephone, to cancel a Student Clinic. Emails will <u>not</u> be accepted. Please ensure you receive a confirmation number for any Student Clinic cancellations. If you are calling outside of admin office hours, please leave a message on the answering machine and a staff member will call you back with your confirmation number.</p> <p>Cancellation due to illness will only be accepted with an accompanying medical certificate.</p> <p>Non-attendance to Student Clinic will result in a penalty. It is the student's responsibility to cancel any pre-booked clinics they no longer require.</p> |
| Penalties | <p>The following penalties are enforced should a student fail to meet the rules of Student Clinic (i.e. arriving late, non-attendance, or cancelling without 24hours notice):</p> <p>1st Penalty ⇒ We understand genuine circumstances do arise. A first time penalty is recorded on the student card and a \$25 admin fee is charged. Students are sent a reminder of the Student Clinic policies and procedures. We will remind you that a further incident will result in a higher level penalty.</p> <p>Subsequent Penalties⇒ A student is required to undertake an <u>additional</u> clinic for any subsequent incidents. The School needs to ensure the student is competent in observing Student Clinic policies and procedures as part of their learning competencies. A \$25 admin fee is also charged.</p> |
| Admin Fees | <p>An admin fee of \$25 is <u>always</u> charged for all penalties.</p> <p>This fee contributes to the direct costs caused by these incidents and ensures the School can keep running Student Clinic <i>free of charge</i> to ALL students.</p> <p>Please note that your certificate will not be ordered until this has been finalised.</p> |
| Dress Code & Personal Hygiene | <p>To maintain professionalism, students attending Student Clinic are required to maintain a clean & tidy appearance.</p> <p>Students must wear either a school logo t-shirt or a <u>plain</u> black or white t-shirt (<i>only a minimum level of logos or designs will be accepted</i>), with loose fitting pants or shorts. The School <u>does not allow</u> short skirts or shorts, low-riding pants, bare midriiffs, low-cut tops or singlets.</p> <p>Students are required to have short, clean nails, clean clothing and no strong body odours.</p> <p>If you are unsure about the appropriate dress, please check with your teacher or clinic supervisor prior to attending Student Clinic.</p> <p>A student who is not appropriately attired may not be permitted to attend Student Clinic.</p> |

STUDENT CLINIC LOG SHEET

Certificate IV in Massage students are required to complete the following clinics:

- Swedish Massage 3
- Massage elective 3
- Remedial Massage 3
- A&P 1
- Sports Massage 3

(dates provided in class for Sports and Massage elective clinics)

| I have clinic booked on: | | | | | I am wait-listed on | Cancellation number and date |
|--------------------------|-------------------------------|--|---|-------------|---------------------|------------------------------|
| | Thursday 9.30am to 2.30pm* | Saturday <i>Morning session</i> 8.30am to 1.30pm | Saturday <i>Afternoon session</i> 1.15-6.15pm** | Clinic type | Date | |
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |

* Aromatherapy clinic starts at 9.30am to 3.00pm on Thursdays

** Aromatherapy clinic starts at 12.45pm to 6.15pm on Saturdays

Frequently Asked Questions

Q: What is clinic for?

A: Student clinic provides practical training for students. You will massage clients in a clinical setting, under the supervision of teacher. The clinic enables you to practice and develop your skills as a massage therapist. Also, Student clinic is a requirement in order to become an accredited Massage Therapist.

Q: Why is this policy so important?

A: Firstly, your student clinic is an important part of your education and overall assessment. It demonstrates your ability to observe clinic regulations and guidelines in an industry environment. Secondly, members of the general public pay for this service. We must ensure a high standard of customer service.

Q: I feel sick on the day of clinic. What do I do?

A: If you are sick, you will be required to bring in your medical certificate for our records.

Q: My bus/train was late. Is that ok?

A: No. Even if the reason for being late is genuine, the penalty will still be enforced. Please make every effort to arrive earlier to avoid being deemed late.

Q: How do I book a clinic?

A: To book a clinic, firstly you must sign the Clinic Register. You may then phone or come into the School to book a clinic. Email cannot be used to book or cancel clinic.

Q: Do I need to stay for the whole clinic?

A: Yes. We also ask you to remain on the School premises at all times during student clinic hours.

MASSAGE PREPARATION AND STUDENT CLINIC

The School provides:

Climate - Environment

- Temperature - around 23°C to 25°C
- Lighting - subdued, avoid overhead
- Absence of draught, fan directed on you or the wall, not the client
- Quiet surroundings - turn off mobile phones & limit talking
- Relaxing music

Hardware

- 1 table with nose hole, 1 table cover, 1 block, 1 face pillow
- Massage oil in non-spillable dispenser
- Arnica cream – this helps prevent soreness after a deep massage
- Tiger Balm – this helps improve circulation in tight areas
- 1 stool
- Towels and a blanket in winter
- 1 thick pillow
- CD player and relaxing music
- 1 silent clock
- Heat/ice pack

The Student Practitioner needs to ensure the following:

Self

- Be punctual and early enough to be relaxed and centred
- Be healthy (no communicable diseases e.g. colds and flu)
- Dress appropriately – see dress code
- Be scrupulously clean, especially your hands
- Cut fingernails short and file smooth
- No strong breath or other odours (perfumes etc)
- Remove jewellery and tie up long hair
- Prepare yourself physically, mentally and emotionally

Always take a **CASE HISTORY** prior to the treatment.

- What would the client like?
- Point out contra-indications when necessary
- Prior to each stage explain what you are going to do and ensure the client consents
- If there is to be a charge, inform the client of your fee (this should be explained when they book in)
- Get client to remove spectacles and jewellery

General Points

- Keep calm - try to schedule in a 15 minute break between each client
- Tuck towels in to keep oil off clothes and hair
- Don't forget to drape or to untuck
- Use warm towels and/or a blanket in cold weather
- Wash hands and forearms thoroughly before and after each massage
- Be sensitive to client's needs, you are there to help them

Reasons for Draping

- Warmth
- Keeps oil off clothes and hair
- Absorbs perspiration on very hot days
- Psychological reasons - avoids feeling of nakedness as it sets up a physical boundary, maintains client modesty and sense of security
- Maintains professional integrity

STUDENT CLINIC – CASE HISTORY TAKING

Every time you conduct a treatment you should take and record a client history. This applies to all treatments you provide during the Student Clinic. This is done prior to the treatment and the answers are to be written on the case history card.

General Questions

1. Surname, first name, telephone – home, work, mobile
2. DOB, occupation, referred by, date of treatment (printed name of student)
3. Have you had a massage before? What kind? Light or deep tissue? Which do you prefer?
4. Any particular reason for massage? Muscle tension, relaxation? Did the massage help?
5. Exact location of problem? How long have you had it? Months, years?
6. All previous treatment – massage, herbs, exercise, meditation. Are you receiving any chiro/physio treatment?
7. What would you like from the massage today?

Questions Relating to Contra-Indications

8. Have you had any recent (4-6 weeks) surgery/operations?
9. Broken bones, dislocations, sprains recently?
10. Have you had any recent long term illness/stress affecting your health? Any medications?
11. Any allergies to oils/creams?
12. Do you suffer any arthritis or restriction in movement?
13. Are you aware of any contagious skin condition you may have?
14. Are you pregnant? How many weeks? (ask all women of appropriate age)

EXAMPLE OF CASE HISTORY CARD

These details must be entered on the client card prior to commencement of treatment, see example below.

| | | |
|---|------------------------|--|
| EDEN, Barbara DOB 13/07/69 | Primary School teacher | (w) 9381 0000 (h) 9978 3010 after 7pm (mob) 0414 000 000 |
| Today's date | (name of student) | |
| Previous massage: Had deep remedial because of neck and back tension. Found massage helped. | | |
| Exact neck problem: neck is stiff and sore all over and mainly upper back is tight especially between scaps. | | |
| Has had chiro work but also likes massage. | | |
| No surgery, no broken bones, no medication, no arthritis, 1 month chiro treatment. | | |
| Not pregnant. | | |
| Wanting a relaxing and deep massage over back mainly upper and neck area. | | |
| <i>(I worked deeply on areas requested, plus Shiatsu. Client may need work on abdomen & chest next visit)</i> | | |

Note: You must document what you have asked the client, even if the answer is no. This proves you have asked the question i.e. no previous massage, no contra-indications.

STUDENT CLINIC HEALTH & SAFETY GUIDELINES

The health and safety responsibilities of massage therapists are taught in more depth in the “Safe Practices” subject at the School. However, for student clinic, students must adhere to the following:

General Health & Safety

- If students have skin breaks they must use an occlusive bandage (available from admin)
- Students must wash their hands thoroughly (covering all surfaces between fingers etc and up to and including the elbows) before and after each client – see hand washing procedure at end of your course notes
- Students should not be massaging in clinic if they are sick with a contagious disease or condition. (Please endeavor to give 24 hours notice to admin staff if you will not be able to attend clinic for any reason. If you give less than 24 hours notice penalties apply)
- To protect your own health, you should not be massaging clients with contagious conditions either. If you have reason to believe a client has a condition that may pose a threat to your own health, approach your clinic supervisor immediately for guidance
- Where there are any visible lesions or wounds on a client’s skin, students should seek advice from the clinic supervisor
- Take care with clients getting on and off the table, provide assistance if required

Staying Alert to Health and Safety Hazards

If students can see any hazards to the health and safety of anyone in the clinic (including themselves) they should report them immediately to the clinic supervisor.

Examples may include things like:

- Someone gets blood on the towels for some reason
- A student notices a wobbly leg on a stool
- Someone has laid towels or clothes directly over a heater in the room

STUDENT CLINIC PRIVACY GUIDELINES

The details of the Privacy Act are taught in more depth in the “Practice Management” subject at the School. **However, for student clinic, students must adhere to the following.**

CONFIDENTIALITY

Any details collected by students during a student clinic massage (on case history cards), and any information disclosed verbally to a student by a client during a student clinic massage must be treated as strictly confidential. This means that students must never discuss information about their clients with any third party (except the clinic supervisor) – i.e. you cannot tell your friends, or anyone else, anything about your clients, even who your clients were. Also note that you must never take a client’s card away with you or copy information from it about a client.

GAINING CONSENT FROM NEW CLIENTS

New clients to student clinic are all given the following information in a letter they read before you massage them:

PROTECTING YOUR PRIVACY

Our students will need to collect and record information about you and your health before your massage. This will be done in a classroom setting within earshot of other clients and students. If you are not comfortable with this scenario, you are recommended to see one of our fully qualified practitioners at the School where you will be in a private room.

Information will be collected to enable students to determine the best massage for you and to check for any reasons why they shouldn’t massage you. Please be aware that personal details are collected mainly to verify your identity and for us to be able to contact you if we need to for any reason. Your case card will be kept in the School’s files and will be given to other students who massage you in the future or handled by admin staff in the course of their duties. You have the right to see your card at any time. Our admin staff can get a copy of our full Privacy Policy for you if you ask for it.

Gain the client’s consent to collect case history information about them, i.e. check that they are OK with you taking down their details and case history.

COLLECTING INFORMATION

- Only collect information relevant to providing the massage treatment.
- Collect information “lawfully, fairly and not obtrusively” (this is wording from the privacy information of the government web site www.privacy.gov.au). Do not intrude on the personal affairs of the client unnecessarily.

Clients have the right to access their case cards if they want to. If a client wishes to access their card, or wants copies of any information on their card, call the clinic supervisor and he/she will liaise with the client over this.

PROTECTING CLIENT PRIVACY WITHIN CLINIC

Whilst giving a massage ensure the client’s card is kept in a location where it is protected from loss or unauthorized access. For example, place cards in a location where they cannot be easily seen by other people in the clinic and where they will not be accidentally picked up by others. Keep an eye on your case cards during treatments. Place client cards in the secure box on the reception counter as soon as you have finished with them.

KEEPING INFORMATION UP TO DATE

If a client has been before, always check contact details for the client are up to date and ask about any new health conditions. Clients have the right to correct information on their card if it is inaccurate. Again, if a client ever wants to change anything on their card, call the clinic supervisor and he/she will handle this.

You can research your privacy obligations on the internet at www.privacy.gov.au for the federal legislation and www.lawlink.nsw.gov.au/privacynsw for the state legislation in NSW.