UDPT CLINIC AIDE ORIENTATION

Updated 8/2017
MEET THE THERAPISTS!

Tara  Airelle  Laura  Ang  Grace  Teonette

Anthony  Meg  Mike P  Sarah  Leslie

Patrick  Jeff  Melissa  Greg  Scott
MEET THE BILLING/FRONT DESK STAFF!

Gina

Kim

Sonya

Pam

Lori

Taylor

Jeanne
WELCOME TO THE UDPT CLINIC!

- The UDPT Clinic is a medical facility that provides patient care.
- It is in your best interest to present a professional image.
- We follow a business casual dress policy.
- Please refer to the dress code and use good judgment when choosing your attire.
TIPS FOR BUSINESS CASUAL ATTIRE

- Keep first impressions in mind.
- Combine comfortable with professional.
- Think about the message you are sending.
- Inappropriate: dirty, wrinkled, revealing, frayed, ill-fitting clothing.
- Clothing should not be sloppy.
- Closed toe shoes are worn for safety purposes.

When in doubt, don’t wear it.
BUSINESS CASUAL DRESS CODE GUIDELINES

- What is Appropriate?
  - Pants/shorts: to the knees or longer
    - Dress/cargo shorts, capris
    - Dress pants, khakis
  - Tops:
    - Long or short-sleeve dress shirts or blouses
    - Golf/polo shirts
    - Business casual tops
  - Footwear:
    - Loafers, flat shoes
    - Sneakers: neat and clean. NOT worn for exercise with holes
BUSINESS CASUAL DRESS CODE GUIDELINES

- What is NOT appropriate
  - Cut-offs or any shorts above the knee
  - Jeans
  - Leggings, jeggings or “skinny” pants
  - T-shirts
  - Spandex or athletic shorts
  - Hats or sunglasses
  - Dresses or skirts
  - Halter, tube, tank or any sleeveless tops
  - Half-shirts, revealing shirts, or shirts showing cleavage
  - Sandals, flip-flops or beach/pool shoes
  - Dirty/tattered shoes or shoes with holes
  - Slacking waist pants

*You may be sent home for any dress code violation*
EXPECTATIONS

- Never be sitting

- If unsure of what can be done:
  1. Ask a therapist if they need any help
  2. Look at daily / weekly checklists on NOA refrigerator
  3. Ask someone at the front desk if they have a job that needs to be completed

- Make sure you check-in with the front desk regularly to see if new patients have arrived or need BMI screens
You are expected to fulfill your volunteer commitment through the end of each semester.

We have two clinics:
- Sports and Ortho (S&O)
- Neurological and Older Adult (NOA)

Please be clear which clinic you are signing up for when you choose your hours.
LEARNING OPPORTUNITIES

- When working on the clinic floor take advantage of slow times to observe treatment.
  - These opportunities can provide you with a real sense of the daily routine of a physical therapist.
  - All therapists in this clinic are teachers and will be more than happy to explain what they are doing.
  - **However, they will NOT come to you.** Show interest, ask questions and make the most of your experience.
CALL OUT POLICY

- **Planned Absence**
  - Ex: vacation, meeting, travel, exams
  - ≥ 2 weeks notice required
  - Email to ALL aides for coverage (will be provided early in semester)
  - Email to therapist you are working with (will be given their email address)

- **Last Minute**
  - Ex: sick, emergency
  - NOT – exams, studying, planned meetings > 2 weeks in advance
  - Email to ALL aides for coverage ASAP (will be provided early in semester)
  - Email to therapist you are working with (will be given their email address)
No Call, No Show

- Part of being a health professional is time management.
- If you do not call or email as advised, this is grounds for **IMMEDIATE TERMINATION**.
- Based on the situation, the aide supervisor (Greg Seymour or Michael Palmer) may decide to discontinue your aide services with the Physical Therapy Clinic.

Tardiness

- You are expected to begin your shift at your scheduled time.
- Excessive tardiness is grounds for termination of volunteer services at the Physical Therapy Clinic.
If you decide you can no longer fulfill your commitment, please contact

- Greg Seymour: gseymour@udel.edu
- Michael Palmer: mpalmer@udel.edu
- The therapist you are working with (will be given emails)
Each month 1-2 aides are chosen by therapists for **GOING ABOVE AND BEYOND** in the UDPT Clinics

Aide of the Month will be given a UDPT T-Shirt
Due to very strict HIPPA governmental regulations, you are responsible to maintain patient confidentiality at all times. This is a medical facility, and as such, patients and the federal government demand, that their private information remain private. You will have various opportunities to observe patients. Discussing your observations in front of others is not professional, nor permitted. You are encouraged to ask questions of the therapists. In this scenario, you should speak in a low volume and avoid identifying information when in front of other patients.

ANY breach of confidentiality is NOT acceptable and reason for immediate dismissal.
**KEEP TRACK OF YOUR HOURS**

- Make sure you clock in and out DAILY!

Punch in and out every day – will use at end of semester for records.
KEEP TRACK OF YOUR HOURS

End of semester:

- You will be sent an email on how to keep permanent record of your hours using what you have accumulated on the punch card
- You will be find THIS SHEET behind the front desk
- Keep a copy for yourself AND leave original for us
KEEP TRACK OF YOUR HOURS

NOT KEEPING RECORD OF HOURS, HAVING TO ASK UDPT STAFF FOR A COPY WILL RESULT IN A $25 CHARGE.

- There is no charge for verification of hours when you have record of your hours.
IN CASE OF EMERGENCY IN CLINIC

1. Do **NOT** run
2. Get a hold of the closest PT available OR the PT that the patient is seeing
3. Give them whatever information you have
4. Let them take over.
S&O EQUIPMENT

Know how to set up patients on all equipment!
S&O EQUIPMENT

- Towels & Pillow Cases
- Empi Leads & Units
- Ice Pack Wraps
- Therabands
- Tape
IMPORTANT PAPERS

- Outcome Measures
GENERAL EQUIPMENT

Know how to set up patients on all equipment!

Inertial Machine  Leg Press  Hip ABD & ADD Machine  Bike  UBE
GENERAL EQUIPMENT

- Hot Packs & Hydrocollator
- Ice Machine
- NuStep
GENERAL EQUIPMENT

Plyoback

Body-Weight Assist Dip and Pull-Up Machine
NOA EQUIPMENT

- Recumbent Bike
- NK Machine
- Weights
- Parallel Bars, Theraband, Foam
- Foam
HARNESS SYSTEM
AIDE CHECK-OFF LIST

- Daily and weekly tasks are on the NOA refrigerator
- PLEASE REVIEW: Any time things are slow – need to complete.
STRAIGHTEN UP THERAPY EQUIPMENT!!!
Inside all baskets, items labeled by basket number:

- Large goniometer (circle w/ ruler)
- Small goniometer (ruler)
- Inclinometer (circle w/ blue dye)
- Tape measure
- Timer (stop watch)
- Rubbing alcohol
- Gauze
- Scissors
- Reflex hammer
- Lotion
- Small theraband
- EMPI box
- Tape
  - Brown Tape
  - Cover roll
  - Clear Tape
- 2 Splitters (black wires)
- Spray bottle
- Table blue cloth
PROPER ICE BAG PREP AND PLACEMENT

- 1 scoop per bag
- Please try and take as much air out of the bag as possible.
- Hand it to the therapist unless otherwise told
PROPER HOT PACK PREP AND PLACEMENT

- BE CAREFUL
- Use tongs
- **Ask PT how many towel they require**
- PT will tell you which hot pack they require
- Hand to the therapist, do not place on the patient unless otherwise told
The laundry room is just before the aide station

Collect dirty laundry from BLUE baskets: Sports & Ortho AND NOA

Fold in the laundry room and then bring out to the floor and put away in cabinets

Note- Hangers and lockers are also in the laundry room for your use during your volunteer time

ADD PICS OF BLUE BASKETS
CLEAN OFF TREATMENT TABLES

- Once the patient comes off the table, free to clean off the table
- Ask PT first to see if they are done with the table

NOA

Sports & Ortho
VITALS FOR NEW PATIENTS

BMI/Vitals Station

Director’s Office
TAKING VITALS ON NEW PATIENTS

- Blood Pressure
  - Ask pt. which arm they prefer to have BP taken on
  - Norm: 120/80 mmHg

- Heart Rate
  - Norm: 60-100 bpm

- Oxygen Saturation - measures oxygenation of blood
  - Norm: > 95%

*** IF NORMS EXCEED THE FOLLOWING, ***
*** TO NOTIFY THE THERPAIST: ***

- BP: HIGH (>140/90 mmHg) OR LOW (>100 / 60 mmHg)
- HR: HIGH (> 100 BMP)
- SpO2: Low (< 95%)
USING THE SCALE TO CALCULATE BMI

1.) Step on scale
2.) Measure height (in.)
3.) Turn scale on
4.) When weight stops moving, hit BMI button **remain on scale**
5.) Enter height **inches**
6.) Record patient’s BMI on BMI fact sheet **from front desk**
1.) Have the patient raise their shirt above their waist and loosen their belt.

2.) Position the measuring tape midway between the top of the patient’s hip bone and the bottom of the rib cage.

3.) Ensure the tape is parallel to the floor and resting firmly, but not too tight against the patient’s skin.

4.) Record the circumference in inches at the end of a normal (not forced) expiration.
OTHER MISCELLANEOUS CLINIC DUTIES

- Photocopying
  - Regularly check folders around clinic and in lateral file
  - Replenish any empty folders with 10-15 copies
IMPORTANT PLACES TO KNOW: WHEELCHAIRS

- Back hallway in NOA
- Closet 160V
IMPORTANT PLACES TO KNOW: LATERAL FILE DRAWERS

S&O

NOA
IMPORTANT PLACES TO KNOW: NOA SPECIAL EQUIPMENT

- CPR Mask, Oxygen (back cabinet)
- BP Equipment
- HHD
Volunteer Summary Time Sheet

- Volunteer Summary Time Sheet is located on the inside of the white volunteer binder at the front desk.
- Transfer hours from your time card to your time sheet—Please round to 15 min intervals!
- Bring your time cards and time sheet to clinic or front desk staff member to sign
- Make a copy of the time sheet and file in the Aide binder at the front desk
  - You keep the copy for your record
  - The original is placed in the white volunteer binder- filed alphabetically
All volunteers are expected to fill their commitments until the last day of classes

Finals Week

A separate Finals week schedule will be posted at the end of the semester to help the clinic transition at the end of each semester
PLEASE GO TO THE FRONT DESK

GET YOUR PICTURE TAKEN

AND

MAKE A NAME TAG
I have read the power point presentation and will be responsible for its content.

SIGNATURE X