



Role of the RCSI representative / nurses / course coordinator involved with the exam/course related activity

VOLUNTEER PATIENT RECRUITMENT

The information below set out the details on recruiting real patients to volunteer for exam.

NOTE: For contact tracing purposes, record name and phone number of all persons involved in the exam i.e. patient, doctor, nurse, student etc.

- Patients to be advised of the times they need to arrive on campus
- All patients will get a voucher for participation. Speak to the SARA representative to get information.
- When you speak to patient on the phone, please get the following information:
 - Confirm verbal consent to volunteer (written consent to follow on day of OSCE)
 - Confirm medical history and especially physical findings
 - Confirm next of kin details
 - Identify if the patient wishes to have RCSI taxi transport or will use own transport
 - If using RCSI's taxi service, identify if patient needs a wheelchair accessible taxi and agree a pick up time
 - Advise the patient RCSI will pay for taxis to and from venue or for car-park costs
 - Advise the patient of the duration of their time with us (approx. 4 hours for each cohort)
 - Advise the patient that there may some time spent waiting so advisable to bring a book/laptop etc.
 - Confirm the patients correct address (including eircode) and the best phone number to contact them.
 - Ask for the date of most recent admission or outpatient appointment (month/year)
 - Ask for an up to date list of medications and record these on cheat sheet and ask the patient to bring the list of medications with them to the appointment.
 - Inform the patient you will phone the day before the examination to confirm attendance and to complete a COVID-19 Health Questionnaire (see questions to ask below)
- ENSURE TO GIVE PATIENT A CONTACT NUMBER WHERE YOU CAN BE REACHED – This number to be used if the patient needs to cancel their appointment. This should preferably be a number that is staffed during working hours (at your own discretion, you can give your mobile phone number)

RCSI representative / nurse duties on day of exams

- Meet the volunteer patient on their arrival to the campus, ensuring that you are wearing required PPE i.e. disposable mask, disposable gown/ apron and disposable gloves.
- Source the required PPE for the Patient from the Patient arrival box at the relevant reception desk or agreed location.
- Use the hand sanitizer in the reception area and request the visiting patient to use it.
- Provide the required PPE to the patient and where necessary aid the volunteer in donning same. If the volunteer patient is already wearing a face covering encourage them to replace same with a new one provided by RCSI.
- Using the thermometer in the patient arrival box please take the volunteer patient temperature and record it. If the temperature is 38 degrees or above, the planned examination or related activity is not permitted to proceed. Please follow procedure below in appendix 1.



RCSI

- Undertake the Covid questionnaire (see appendix 1) with the volunteer patient prior to proceeding any further. If the answers to any of these questions are 'Yes' the planned examination/course or related activity is not permitted to proceed.
- Bring the volunteer patient to the designated location. If the use of the lift is required by the volunteer patient you are requested to accompany the patient in the lift (the one person per lift restriction can be bypassed in such circumstances).
- Ask the real patient if they are on any medications, have any dressings on, or other information required for this exam or information that the team need to be aware of – other medical or preexisting conditions and related medication
- Keep the patient comfortable during the examination period. You may need to assist the patient with undressing and dressing, donning personal protective equipment. The patient may also need assistance e.g. mobilising to bathroom, transferring to and from vehicle Etc. Once you are finished helping the Patient, dispose your PPE and replace with new i.e. gown/apron, gloves and disposable mask.
- Inform exam/course organisers if the patient becomes unwell or are in discomfort
- Assist at break times to ensure the patients receives refreshments, adequate toilet breaks etc.
- Dress wounds as required remembering at all times to be aware of the required safeguards to protect your own health and that of the visiting patient
- Once the examination or related activity is completed, ensure that the volunteer patient is accompanied to reception and assisted in leaving – transport arranged etc. if required.
- Depending on the duration of the time on campus and the activities being undertaken as part of the exam/course the volunteer patient may need to be provided with a replacement face covering, encouraged / assisted to use hand sanitizer etc. at regular intervals.
- Once the exam is finished and the patient has left the bay, strip the bed and clean down and sanitize the bay. Do not use this bay / exam station again for another 15mins.

In the event of an emergency

- Contact the building emergency team via the nearest phone and give your location –this may vary from campus and thus please ensure you are familiar with the relevant emergency procedures for the campus in question
- Administer basic life support until further help arrives.

Records of all patient engagement, COVID-19 Health Questionnaire and other related documentation should be retained in (add local file location where these docs should be saved). You can record answers to the health questionnaire using template below (in appendix 1) and save in same file as above.

Procedure for Surface Models / Actors / Sim Patients

Simulated Patients (SPs) are highly valued members of the simulation community at RCSI, and every effort should be made to make them feel safe during teaching sessions. Much of the information above is applicable; however there is some further information to be taken into account below. When booking the SP for the exam or course please complete the following:



RCSI

- Similar to Patients, visiting SPs must complete the Health Questionnaire (appendix 1) in advance of attending RCSI Campus. You can pass this questionnaire to the SP and ask them to complete it within the 24 hours preceding attendance on campus. Completion of this must be verified by the course / exam coordinator in advance of SPs being involved in teaching. (Advise to use Microsoft Forms for this if SP has access to a computer / smart phone).
- Simulated Patients should view the Return to Campus training slides before arriving on campus, which can be found below:



COVID-19-Return
to Campus Inductio

- On arrival to campus, provide the relevant PPE required for the exam or course and explain the exam or course procedure to ensure they are comfortable with what is required of them.
- Explain the health hygiene measure in place and explain what is expected of them while in the exam/course room.
- Once exam/course is completed, SP to dispose PPE in bin in the room, hand sanitize / wash hands in sick with soap and leave.

APPENDIX 1 – COVID HEALTH QUESTIONNAIRE

When recruiting a patient or SP, on the day before the exam/activity, and when the patient/SP arrives on campus for the exam / activity, the patient must be asked the following questions, and a record of same maintained:

- Do you have any symptoms of the following now or in the last 14 days?
 - Cough or breathlessness,
 - Fever or high temperature,
 - sore throat,
 - runny nose or head cold,
 - unexpected headache,
 - loss of sense of smell or taste,
 - unexpected muscle pain.
- Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?
- Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days (i.e. less than 2m for more than 15 minutes accumulative in 1 day)?
- Have you been advised by a doctor or by HSE representatives to self-isolate at this time?
- Are you coming from any county in Ireland that is in lock-down or any country that is not on Ireland's green list?

If the volunteer patient / SP answers 'yes' to any of the above questions the planned examination or related activity is not permitted to proceed. Please follow the cancelling of the planned examination or related activity due to Covid symptoms.

Cancelling of the planned examination or related activity due to Covid symptoms

If the examination or related activity is cancelled due to covid-19 symptoms, please follow this procedure if the Volunteer Patient / SP is on Campus:



RCSI

- Assist the Patient / SP to self-isolate in a vacant room
- Ask the patient/SP to keep their face covering on at all times and avoid touching any unnecessary objects
- Determine the transportation method the patient/SP arrived in. If they drove or were dropped off by a friend / family member then:
 - If on an RCSI Campus e.g. SSG or Beaumont liaise with a member of the Estate & Support Services team on site / at reception desk who will advise on the best and safest route out of the building and to the car. They will also help clear this route of people during this time.
 - If in a hospital environment, advise to liaise with your hospital contact to determine their procedure for suspected case on the premises and follow it.
 - If the volunteer patient/SP arrived by an RCSI taxi, then call taxi company, confirm you have a suspected Covid case that needs to return home – assure the taxi company they have not received a test as of yet therefore it's not determined if the patient is a negative or positive case. The same procedure for getting out the building to the taxi applies.
 - If the Volunteer Patient / SP walked or cycled the same procedure applies in getting out of the building.
 - One patient / SP safely out of the building, contact the Estates team in the building or related department in the hospital to initiate sanitization in all the area the patient/ SP was present.
 - Then contact RCSI Health & Safety Office (01 402 2107) to inform them of the situation. They will then advise you on the next steps to follow.