

Concierge role

Monash Health is committed to ensuring the safety of its employees, patients, and families through the correct use of Personal Protective Equipment (PPE).

The Concierge is not a clinical role.

The introduction of the Concierge role provides dedicated support and ensures we are providing ongoing PPE and infection prevention instruction to everyone who enters a COVID or Suspected COVID (SCOVID) ward or unit during the busy times of 08:00 – 17:00.

The Concierge confirms PPE application requirements are maintained, ensures appropriate minimum PPE is applied, and hand hygiene is performed by everyone entering and leaving the ward, ensuring safety is the first priority.

The role also involves explaining the latest changes and updates before people enter the ward.

Concierge responsibilities

It is the responsibility of the Concierge to:

- Identify correct PPE equipment is present at entry station for use, as per the local area guidelines, including mask/shield supply and hand hygiene products
- Ensure current posters and information are displayed at the entry station outside the ward
- Welcome all those attending wards/units with appropriate key messages
- Limit unnecessary traffic into COVID/SCOVID wards/units by checking with everyone entering
- Confirm PPE application requirements are maintained, including appropriate minimum PPE is applied and hand hygiene is performed by everyone entering and leaving
- Ensure correct processes are known, and followed, according to procedure and PPE Tiers required in ward/unit
- Provide feedback and guidance where misuse of PPE is observed
- Engage and communicate with the NM/MM, or RN/RM In Charge in ward/unit
- Discuss PPE concerns, queries and education required.

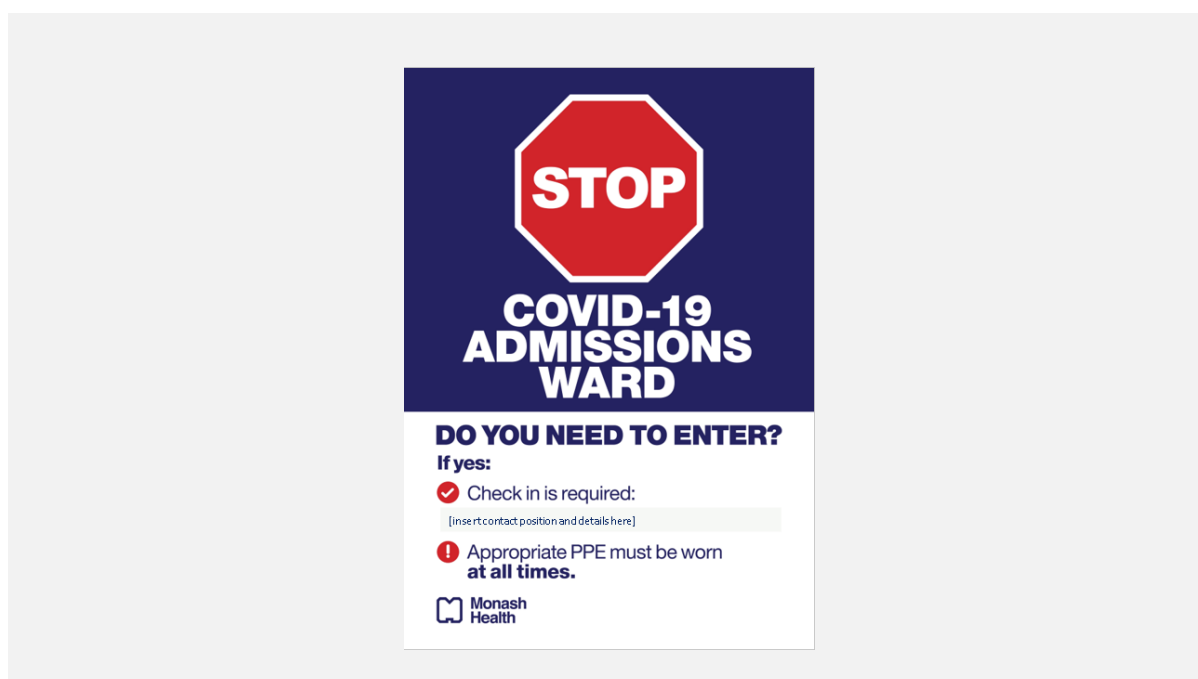
Escalation process

Where unsure about any aspect of PPE use or where concerns or queries remain unresolved, escalate to the next level:

1. Locally to nurse/midwife manager or RN/RM in charge
2. Site Infection Prevention Lead
3. NCO
4. DCO
5. Site DON
6. General Manager

Signage

There should be clear and consistent signage at ward entrances detailing correct PPE Tiers/conventional use and an entry 'Stop and check' poster (called a COVID-19 Management Ward or COVID-19 Management Ward poster). If this is not in place, download the latest copy from coronavirus.monashhealth.org



Screenshot of 'Stop and Check' poster, available from coronavirus.monashhealth.org.

CHECK criteria

There are criteria for entry and attending a COVID or SCOVID ward or unit.

Those who can check-in and enter the wards are healthcare workers, support employees, or visitors/carers (in keeping with the latest government or health service restrictions). These may include:

Healthcare workers

- attending for nursing shift
- direct clinical care assessment/management inclusive of ward rounds (e.g. doctors, allied health professionals, nurse practitioners, pharmacists)



Concierge role

- those required for a face-to-face discussion with ward employees
- those required for a face-to-face discussion with patient or approved visitor
- senior team leaders (e.g. general managers, DCOs).

Support employees

- for the provision of support services including food services, environmental services, patient support/transfer, delivery of supplies.

Visitors

- approved visitors only, as advised by the nurse in charge.

