

Concierge: Role Descriptor

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 role provides dedicated support to clinical areas and ensures we are providing ongoing support and infection prevention instruction to everyone who enters a high risk hospital work premises.

The Concierge is not a clinical role.

The Concierge confirms that there are PPE application requirements for the area and directs staff to the PPE Safety Officer as required, ensures appropriate minimum PPE is available, and that 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

The specific responsibilities of the Concierge are to:

- Welcome all those attending the ward with appropriate key messages
- Keep a record of all persons entering and exiting the ward
- Ensure the correct PPE is present at the ward entry for use; as per the local area guidelines. Including masks, shields and hand hygiene products
- Ensure that current posters and information is displayed at entry points outside the ward
- Limit unnecessary traffic into COVID / SCOVID wards 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 requirements in ward / unit
- Direction of staff to PPE Safety Officer as required for additional PPE application and removal guidance
- Engage and communicate with the Nurse / Midwife Manager, or Nurse / Midwife In Charge

Escalation process

- Escalate any concerns, queries and education required with the Nurse / Midwife Manager, or Nurse / Midwife In Charge

- 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

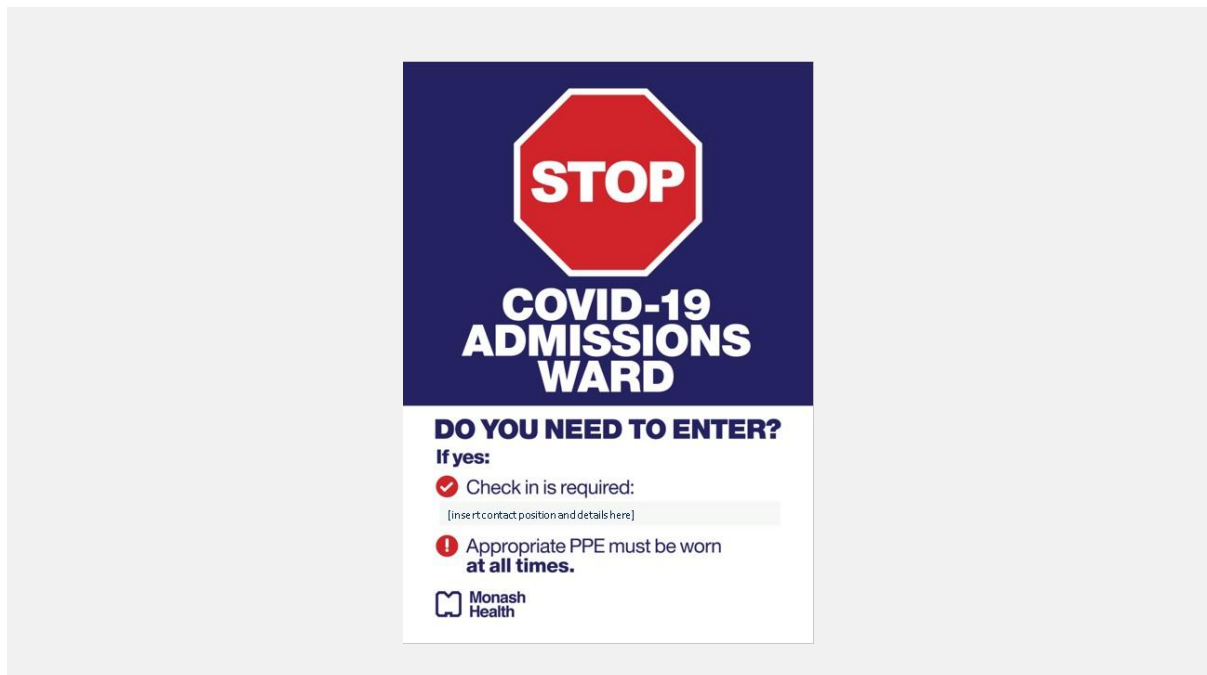
Required training and education

The concierge must complete the following training and education:

- Hand Hygiene (via LATTE)
- PPE – Transmission Based Precautions (via LATTE)
- Face to Face PPE Training

Signage

Clear and consistent signage must be displayed 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 a nursing shift
- direct clinical care, assessment and / or management inclusive of ward rounds (e.g. doctors, allied health professionals, nurse practitioners, pharmacists)
- 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, Directors of Clinical Operations).

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.

