

# Non-clinical services record



The purpose of this non-clinical services record is to record instances where *customers/patients request facilities to attend to their own clinical needs*—such as self-medication, breast feeding, peritoneal dialysis.

Any self-care at an event or emergency that is supported or enabled by the presence of St John should be recorded. The completed form is to be sent to your State/Territory office with your normal event return information.

Name of event / emergency \_\_\_\_\_ Date \_\_\_\_\_

Service provided (non-clinical)	Periods of time in which service was given (e.g. 2 hourly blocks of time: 0200–0400 hrs)						TOTAL
water							
sunscreen							
adhesive strips for self-management (e.g. Band-aids)							
anti-abrasive/anti-chafing preparations (e.g. Vaseline)							
ice or ice-packs for self-management							
sanitary items (e.g. pads, tampons)							
clean environment for self-management, injection/ medication							
<b>OTHER</b>							

## FACILITATION OF SELF-CARE

1. St John provides resources, disposable equipment, or access to clean facilities for customers and patients to attend to their own clinical needs at events and emergencies. The obvious examples of this include medication self-administration by diabetics, breast feeding, and peritoneal dialysis.
2. Aside from clean spaces and sharps/waste disposal, St John also provides a range of other services that may be considered non-clinical and many, if not all of these, go unrecorded, e.g. water, sunscreen, shade.
3. Any self-care at an event or emergency that is supported or enabled by the presence of St John should be recorded on a non-clinical services record—without St John the service would not have occurred.
4. Facilitation of self-care empowers the individual to make decisions about their health care needs, and promotes resilience in the event or emergency-affected community.  
This is done in a supportive environment where the individual can seek assistance with their care decisions from St John, at any stage during the event or emergency.

## DECISION MAKING

The decision about whether a service is **clinical** or **non-clinical** is related to the contact with St John.

**Clinical service**—if a person seeks advice and/or assistance for the provision of any service from St John, then this is a patient contact (clinical service) and an OB12 Patient Record is required for this contact.

**Non-clinical service**—if the person seeks self-care and uses St John as a means of supply for the goods they feel they require (just like a supermarket or chemist), then this is a customer contact (non-clinical service) and this should be recorded on a Non-Clinical Services Record (not an OB12).

If the St John member is concerned about the request for self-care (e.g. the person looks extremely unwell), then they have the right to refuse supply and to attempt a clinical assessment of the person as a patient contact. If this is refused, then this is managed as a patient refusal on the OB12 Patient Record.

## LIST OF CLINICAL EVENTS

St John Ambulance Australia has endorsed the following list of non-clinical services:

- water
- sunscreen
- clean treatment environment (for self management e.g. injection or medication)
- Band-aids (for self-management)
- ice or ice-packs (for self-management)
- Vaseline / anti-abrasive / anti-chaffing treatments
- sanitary pads / tampons.