

# INDUCTION TEMPLATE

## Practice Manager

Welcome to the practice	Inductee	Trainer	Date
<input type="checkbox"/> Introduction to other staff members			
<input type="checkbox"/> Tour of the practice			
<input type="checkbox"/> Personnel administration – direct report, hours of work, salary, position description, performance review, tax declaration form, payment arrangements, ongoing training and immunisation status			
<input type="checkbox"/> Overview of organisational chart			
<input type="checkbox"/> About the culture of the practice			
<input type="checkbox"/> The importance of asking questions			
<input type="checkbox"/> How and where to access policies and procedures			
<input type="checkbox"/> Information about available resources			
About the Practice	Inductee	Trainer	Date
<input type="checkbox"/> Background and history of the practice			
<input type="checkbox"/> Practice profile – number of GPs, special interests and patient			
<input type="checkbox"/> Services provided by the practice			
<input type="checkbox"/> Operating hours of the practice			
<input type="checkbox"/> Opening and closing procedures			
<input type="checkbox"/> Security company – access codes and provision of keys (including signing)			
<input type="checkbox"/> Accreditation – RACGP standards			
Practice Administration	Inductee	Trainer	Date
<input type="checkbox"/> Introduction to the front desk			
<input type="checkbox"/> How to handle incoming and outgoing correspondence			
<input type="checkbox"/> Procedures for ordering stationery and other office supplies			
<input type="checkbox"/> Process for distributing faxes			
<input type="checkbox"/> Updating headers and footers on practice stationery			
<input type="checkbox"/> Business cards			
<input type="checkbox"/> Door signage			
<input type="checkbox"/> Doctor stamp			
<input type="checkbox"/> Updating the website/Instagram (bio, about us, services)			
<input type="checkbox"/> Advertising – public notices			
<input type="checkbox"/> Medical Deputising Service			
<input type="checkbox"/> Notifying and updating services of doctors' details, including WAPHA			

<input type="checkbox"/> Updating reception with new provider details (contact, provider number, prescriber number, allergies etc.)			
<input type="checkbox"/> Process for organising drug rep appointments			
<input type="checkbox"/> Instructions for use of business equipment			
<input type="checkbox"/> Instructions for use of medical equipment			
<b>Billing Procedures</b>	<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/> Details about the practice's consultation fees			
<input type="checkbox"/> Information about billing arrangements			
<input type="checkbox"/> List of common item numbers			
<b>Phone procedures</b>	<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/> How to place callers on hold, transfer calls and program the phone system			
<input type="checkbox"/> When to transfer telephone calls to GPs and other clinical staff			
<input type="checkbox"/> Information about each GP's policy for receiving and returning patient			
<input type="checkbox"/> telephone calls			
<input type="checkbox"/> The importance of not interrupting patient consultations unless it is an 'urgent situation'			
<input type="checkbox"/> How to take and deliver messages			
<b>Appointment management</b>	<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/> Information about the appointment system			
<input type="checkbox"/> How to set up sessions and appointment times in the appointment book			
<input type="checkbox"/> How to determine the urgency of patient healthcare needs			
<input type="checkbox"/> How to determine the most appropriate length and time of a consultation at the point of booking			
<input type="checkbox"/> Types of appointments available at the practice			
<input type="checkbox"/> Arrangements for home and other visits			
<input type="checkbox"/> Arrangements for care outside of normal opening hours			
<input type="checkbox"/> Process for handling new patients at the practice			
<input type="checkbox"/> How to offer patients the opportunity to request their preferred GP and			
<input type="checkbox"/> How to book appointments			
<input type="checkbox"/> How to greet patients when they attend their scheduled appointment			
<input type="checkbox"/> The importance of informing patients of any extended waiting times			
<input type="checkbox"/> Process for handling 'did not attend' and cancelled appointments			
<b>Triage and Medical Emergencies</b>	<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/> How to determine the level of urgency of patient healthcare needs			
<input type="checkbox"/> How to handle a medical emergency – on the telephone or in person with and without a GP in attendance			
<input type="checkbox"/> How to identify and care for patients in distress			

Patient Management		Inductee	Trainer	Date
<input type="checkbox"/>	The importance of respecting patient rights			
<input type="checkbox"/>	Policies and guidelines on open disclosure			
<input type="checkbox"/>	Obtaining patient consent for the presence of a third party during their consultation			
<input type="checkbox"/>	The importance of treating patients with courtesy and respect			
<input type="checkbox"/>	Policies and guidelines on ethical dilemmas			
<input type="checkbox"/>	How to provide important information to patients			
<input type="checkbox"/>	How to handle difficult or angry patients			
<input type="checkbox"/>	How to handle patient requests for repeat prescriptions and referrals			
<input type="checkbox"/>	How to handle incoming and outgoing pathology			
<input type="checkbox"/>	Each GP's policy for receiving and returning patient emails			
<input type="checkbox"/>	How to access services to help communicate with patients who speak other languages and/or those with a disability			
<input type="checkbox"/>	Information about local health, disability and community services			
<input type="checkbox"/>	List of local hospitals			
<input type="checkbox"/>	List of pathology and radiology providers			
Patient Health records and confidentiality		Inductee	Trainer	Date
<input type="checkbox"/>	The importance of privacy, confidentiality and security of patient health information (verbal, written and electronic)			
<input type="checkbox"/>	Process for handling results, reports and clinical correspondence			
<input type="checkbox"/>	Information about the practice recall and reminder system			
<input type="checkbox"/>	Process for referrals			
<input type="checkbox"/>	Clinical guidelines (recalls and reminders, eHealth practice policy)			
<input type="checkbox"/>	Information on key public health regulations (such as reporting requirements for communicable diseases)			
<input type="checkbox"/>	Policy for retention of records and archiving			
<input type="checkbox"/>	Process for transferring patient health records			
<input type="checkbox"/>	The importance of privacy, confidentiality and security of patient health			
<input type="checkbox"/>	information (verbal, written and electronic)			
<input type="checkbox"/>	Security policy for prescription pads and computer-generated prescription paper, letterhead, medical certificates, medications, patient health records and related patient health information, including accounts			
Computer Administration		Inductee	Trainer	Date
<input type="checkbox"/>	Information about privacy, confidentiality and security issues			
<input type="checkbox"/>	Allocating the appropriate passwords and permissions			
<input type="checkbox"/>	Notifying software provider of new user			
<input type="checkbox"/>	Notifying secure messaging provider of additional providers			

<input type="checkbox"/>	How to lock the computer and activate screensavers			
<input type="checkbox"/>	Training in clinical and management software programs and the required information for each patient health record			
<input type="checkbox"/>	Training, use and updating of individual PRODA, HPOS, My Health Record, NASH PKI Site Certificates, Secure Messaging, STS Address Book, Electronic and Smart referrals, CAT4/Top Bar, AIR, MBS and PIP			
<input type="checkbox"/>	Training in accessing the Health Provider Portal (The Viewer)			
<input type="checkbox"/>	Training in use of HealthPathways			
<input type="checkbox"/>	Practice's IT provider to set up email address and access to the computer network and remote login			
<input type="checkbox"/>	How to set up preferred doctor templates (e.g. referral letter and medical certificates)			
<input type="checkbox"/>	Policy for use of email			
<input type="checkbox"/>	Policy for use of social media			
<input type="checkbox"/>	Computer security procedures – firewall, anti-virus and disaster recovery			
<input type="checkbox"/>	How to scan documents and digital images			
<input type="checkbox"/>	Procedures for backing up electronic information			
<input type="checkbox"/>	Procedures for securely transferring patient health information over a			
<b>Human resource management</b>		<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/>	Staff code of conduct			
<input type="checkbox"/>	Staff requirements for continuing professional development			
<input type="checkbox"/>	Management of staff rosters			
<input type="checkbox"/>	Information and training of processing staff and doctor pays			
<input type="checkbox"/>	Policy for staff notifying when they are unable to work			
<input type="checkbox"/>	Induction of staff and updating the induction training checklist			
<input type="checkbox"/>	Preferences of doctors			
<input type="checkbox"/>	Policy for equal opportunity, sexual harassment and bullying			
<input type="checkbox"/>	Procedure and frequency of staff and clinical meetings			
<input type="checkbox"/>	What to do in the event of an incident or injury			
<input type="checkbox"/>	Policy for lifting heavy objects			
<input type="checkbox"/>	Policy for smoking, drugs and alcohol in the practice			
<input type="checkbox"/>	How to handle violent situations in the workplace			
<input type="checkbox"/>	Ways to maintain staff health and wellbeing			
<input type="checkbox"/>	Current immunisation status known, documented and appropriate to the			
<input type="checkbox"/>	duties identified and arranged (by consent)			
<input type="checkbox"/>	How to handle non-medical emergencies (e.g. fire and bomb threats)			
<b>Treatment room and facilities</b>		<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>

<input type="checkbox"/>	Process for using and maintaining medical practice equipment (e.g. ECG and spirometry)			
<input type="checkbox"/>	Process for storing, ordering, documenting and disposing of controlled and restricted drugs (e.g. safe, key and protocols for S8 drugs)			
<input type="checkbox"/>	Doctor's bag orders, prescription paper and pads			
<input type="checkbox"/>	Process for checking, rotating and resupplying perishable medical supplies			
<input type="checkbox"/>	Process for storing, ordering, documenting and disposing of Schedule 4 medicines and pharmaceutical samples			
<input type="checkbox"/>	Location and use of emergency trolley, supplies and doctor's bag			
<b>Cold chain management</b>		<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/>	Process for receiving and transporting vaccines			
<input type="checkbox"/>	Information about the importance of managing the cold chain			
<input type="checkbox"/>	How to manage the cold chain			
<input type="checkbox"/>	Name of the staff member with primary responsibility for managing the cold chain			
<input type="checkbox"/>	The actions to take in the event of a cold chain breach			
<input type="checkbox"/>	Location of Vaccine Management Protocol			
<input type="checkbox"/>	Location of vaccine esky, ice packs, packing materials, thermometer and instructions on how to pack a vaccine esky			
<b>Continuous quality improvement</b>		<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/>	Information about practice accreditation and what that means			
<input type="checkbox"/>	Information about how to provide input and feedback for improving business operations and business planning			
<input type="checkbox"/>	Process for notifiable data breaches			
<input type="checkbox"/>	PIP QI program, guidelines, contracts, reporting requirements			
<input type="checkbox"/>	Name of the staff member with primary responsibility for infection prevention and control			
<input type="checkbox"/>	Process and name of the staff member responsible for managing patient feedback			
<input type="checkbox"/>	Process and name of the staff member responsible for the investigation and resolution of complaints			
<input type="checkbox"/>	Process and name of the staff member responsible for leading clinical improvements			
<input type="checkbox"/>	improvements			
<input type="checkbox"/>	Process and name of the staff member responsible for leading risk management			
<b>Occupational health and safety (OH&amp;S)</b>		<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/>	Objectives of the OH&S policy			
<input type="checkbox"/>	Responsibilities and obligations of management			
<input type="checkbox"/>	Responsibilities and obligations of employees			
<input type="checkbox"/>	Responsibilities and obligations of contractors			

<input type="checkbox"/>	How to identify any unforeseeable risk or hazards that could affect staff or other people at the practice			
<input type="checkbox"/>	Your responsibility in training and educating staff about any OH&S issues that affect or could affect them at work			
<input type="checkbox"/>	Supervision and personal protective equipment			
<input type="checkbox"/>	Policy for completing monthly workplace health and safety checks			
<input type="checkbox"/>	Policy for fitness for work/duty			
<input type="checkbox"/>	Policy for incident and injury reporting			
<input type="checkbox"/>	Procedure for emergencies			
<input type="checkbox"/>	Procedure for bomb threats			
<input type="checkbox"/>	Procedure for armed hold-up/robbery			
<input type="checkbox"/>	Procedure for violence in the workplace			
<input type="checkbox"/>	Procedure for OH&S complaints			
<input type="checkbox"/>	Procedure for workers' compensation			
<input type="checkbox"/>	Procedure for hazard and risk management and how to complete incident report forms			
<input type="checkbox"/>	Policy for no smoking			
<input type="checkbox"/>	Policy and procedure for staff immunisation register			
<input type="checkbox"/>	Procedure for manual cleaning and sterilisation of equipment			
<input type="checkbox"/>	Procedure for cleaning up spills of contaminated waste			
<input type="checkbox"/>	Procedure for infection control for potential infectious patients			
<input type="checkbox"/>	Procedure for disposal of clinical waste			
<b>Infection prevention and control</b>		<b>Inductee</b>	<b>Trainer</b>	<b>Date</b>
<input type="checkbox"/>	Principles of infection prevention and control			
<input type="checkbox"/>	Policy and procedure for risk management, reporting, investigating and analysis of near misses, slips, lapses, mistakes or adverse events to improve patient and staff safety			
<input type="checkbox"/>	Participation in continued education and identification of training requirements			
<input type="checkbox"/>	Policy and procedure for management of sharps injury			
<input type="checkbox"/>	Policy and procedure for management of blood and body-substance spills			
<input type="checkbox"/>	Correct hand washing and hand hygiene techniques			
<input type="checkbox"/>	Practice cleaning schedule			
<input type="checkbox"/>	How to ensure instruments are sterile at point of use			
<input type="checkbox"/>	Policy and procedure for safe storage and disposal of clinical waste			
<input type="checkbox"/>	Policy and procedure for handling, sorting, laundering and storing linen			
<input type="checkbox"/>	Standard and additional precautions			
<input type="checkbox"/>	Disease prevention in the workplace by serology and vaccination			

<input type="checkbox"/>	Policy and procedure for handling and using chemicals, including instrument grade detergents and Safety Data Sheets (SDS)			
<input type="checkbox"/>	Policy and procedure for safe handling of pathology specimens			
<input type="checkbox"/>	Correct use of personal protective equipment			
<input type="checkbox"/>	Policy and procedures for sterilisation including pre-cleaning of instruments, cleaning of instruments, drying of instruments and packaging of instruments			
<input type="checkbox"/>	How to use the steriliser and access the manufacturer's operator manual			
<input type="checkbox"/>	Checking and replacing the steriliser printer paper			
<input type="checkbox"/>	Loading the steriliser			
<input type="checkbox"/>	Unloading the steriliser			
<input type="checkbox"/>	Storage of sterile stock			
<input type="checkbox"/>	Recording the cycle information			
<input type="checkbox"/>	Identification of a failed cycle and the appropriate action			
<input type="checkbox"/>	Daily, weekly, monthly and annual maintenance of the steriliser			
<input type="checkbox"/>	Servicing and calibration			
<input type="checkbox"/>	Annual validation			
<input type="checkbox"/>	Maintaining stock sterility through correct storage and rotation			

\*If there are areas where the inductee is not competent, the staff member must receive further training until competencies have been achieved.

## Declaration

I have received explanation or training in all the areas listed in this induction program. I acknowledge and understand the content of the items above, and I agree to abide by the processes detailed in the policy and procedure manual.

I understand that in performing the responsibilities of my role, I will have access to confidential information relating to patients' health and the practice's business. I agree that I will not disclose any confidential information during the period of my employment, or after my termination (however caused), to any person not authorised to receive such confidential information.

I undertake not to access, use, disclose, copy, reproduce or retain confidential information for any purposes other than required to perform my role. I acknowledge that to do so would be in breach of the Privacy Act 1988.

I have read and understood the practice's privacy policy and agree to abide by the procedures used by this practice to ensure there are no breaches of privacy.

Employee Name:

Signature:

Date:

Employer Name:

Signature:

Date: