

WHEN A GP LEAVES THE PRACTICE

Checklist

General Practice Checklist

If a GP has left or is going to leave your practice, you can reduce the impact on your patients and practice staff by following this checklist.

Medicare Australia	Check
Request the departing GP to write a letter to Medicare Australia requesting the closure of any provider number/s, but don't submit the letter until all billing is complete.	<input type="checkbox"/>
Complete manual Medicare and Department of Veterans' Affairs batch forms for any late claims.	<input type="checkbox"/>
Notify Health Professional Online Services (HPOS) within 14 days, which will update: <ul style="list-style-type: none"> your practice's Healthcare Provider Identifier Organisation (HPI-O) and the GP's Healthcare Provider Identifier Individual (HPI-I) - Practice Incentives Program (PIP) Australian Immunisation Register National Bowel Cancer Screening Program. 	<input type="checkbox"/>
Policies and Procedures	Check
If the GP is remaining in the local area, develop a transfer of medical records policy in case some patients request a transfer.	<input type="checkbox"/>
Request the GP to complete a handover of any chronic or high care patients to another GP.	<input type="checkbox"/>
If the GP can't complete a handover before leaving, organise patient health summaries.	<input type="checkbox"/>
Review incoming pathology, radiology or specialist report viewing procedures to ensure appropriate follow up.	<input type="checkbox"/>
Patients and Stakeholders	Check
Advise patients of the GP's departure via a notice in the waiting room.	<input type="checkbox"/>
Advise relevant stakeholders of the GP's departure, including Aged Care Homes, Rural Workforce Agency (RWAV), and Health Services.	<input type="checkbox"/>
Human Resources	Check
Record the GP's new mailing address, email address and phone number.	<input type="checkbox"/>
If the departing GP holds conditional medical board registration and is under supervision, notify the Australian Health Practitioner Regulation Authority (AHPRA) about the doctor's departure.	<input type="checkbox"/>
If your practice is sponsoring the GP to work in Australia, contact the Department of Home Affairs to find out your obligations.	<input type="checkbox"/>
Remove GP clinic stamp used to certify documents.	<input type="checkbox"/>
Remove GP from relevant paperwork and clinic website.	<input type="checkbox"/>
Western Victoria Primary Health Network	Check
Contact your Practice Facilitator or qi@westvicphn.com.au to let them know of the changes. The practice facilitation team can support any workforce challenges that may result from potential workforce shortages or interruptions of services.	<input type="checkbox"/>
Contact the PHN Digital Health team if the GP was involved in GoShare or Polar: digitalhealth@westvicphn.com.au	<input type="checkbox"/>
Contact any WVPHN projects/programs the GP is involved in so mitigations can be put in place to support that piece of work via your Practice Facilitator or qi@westvicphn.com.au	<input type="checkbox"/>