

# GENERAL PRACTITIONER ORIENTATION

## Checklist for Practice Managers

Being prepared for the arrival of a new GP will not only provide a smooth transition for your staff and patients, it will also encourage locums or registrars to return to your practice for future placements.

Prepare for the arrival	
<input type="checkbox"/>	Collect evidence of the GP's medical indemnity certificate of currency, Medical Board of Australia registration, Working with Children Check (if required), police clearance (if required) and conduct reference checks.
<input type="checkbox"/>	Apply for or verify the GP's Medicare Provider Number(s), including location, start and end dates and any restrictions.
<input type="checkbox"/>	Provide a placement schedule or contract, including expected hours of work, any on call / after-hours roster, dates (start and finish for a locum or registrar), payment terms and frequency of payments, details of provisions such as accommodation and vehicle.
<input type="checkbox"/>	Provide a brief overview of work to be undertaken
<input type="checkbox"/>	Arrange admitting rights and emergency department credentialing to the local hospital(s) if required.
<input type="checkbox"/>	Arrange suitable accommodation if necessary and agreed upon – see <b>Accommodation</b> for more information.
<input type="checkbox"/>	Provide a map of the town and directions to the accommodation, general practice and hospital. Highlight local shops, cafes, banks, etc.
<input type="checkbox"/>	Set up an orientation to relevant services and support, including Western Victoria PHN Practice Facilitators at <a href="mailto:QI@westvicphn.com.au">QI@westvicphn.com.au</a>
First Day of Orientation	
<input type="checkbox"/>	Organise a staff gathering to welcome the new GP. Provide a list of names, roles and contact details for staff, particularly any members not in attendance at the gathering.
<input type="checkbox"/>	Provide contact details for colleagues within the practice or area from whom clinical advice and support is available.
<input type="checkbox"/>	Provide a tour of the waiting, consultation and treatment rooms, work areas and staff facilities
<input type="checkbox"/>	Familiarise the GP with the practice policies and procedures, including evacuation and emergency procedures, grievance and harassment procedures and occupational health and safety guidelines.
<input type="checkbox"/>	In accordance with risk management policy, locums and registrars should not be expected to supervise other medical personnel, including medical students and other registrars
<input type="checkbox"/>	Discuss the daily routine of the practice, including clinic hours, lunch times and access to coffee and tea, incoming and outgoing mail including clinical results.
<input type="checkbox"/>	Outline the patient demographics of the practice; include information on health issues that impact on the practice, eg drug and alcohol problems, aged care visits.
<input type="checkbox"/>	Discuss patient billing arrangements.
<input type="checkbox"/>	Describe the practice expectations including values, culture and protocols.
<input type="checkbox"/>	Advise of any building access requirements including internal and external security systems.
Practice Equipment	
<input type="checkbox"/>	Provide a tidy, comfortable and suitably equipped consulting room, ensuring that equipment is working, and drugs are in date.
<input type="checkbox"/>	Provide information on storage and availability of vaccines, dressings, drugs and emergency equipment.
<input type="checkbox"/>	Advise the process for ordering supplies.

<input type="checkbox"/>	Provide an overview of the practice information management processes, including internal and external mail, practice software, passwords, desktop shortcuts and useful websites.		
<input type="checkbox"/>	Outline availability of clinical resources, relevant journals and key text books.		
<input type="checkbox"/>	Provide contact details for local specialists and allied health professionals.		
<input type="checkbox"/>	Describe how to use office equipment including telephone systems, fax machine and photocopier.		
<b>Clinical records and patient care</b>			
<input type="checkbox"/>	Ensure a detailed clinical handover has been given to assist the GP. If the usual GP has already left the practice for his/her leave, arrange detailed handover notes of any chronic care patients.		
<input type="checkbox"/>	Outline systems for storage and maintenance of patient records and data.		
<input type="checkbox"/>	Describe the services provided by the practice to the hospital outpatient department, nursing home and aged care facility, including hours and visits required.		
<input type="checkbox"/>	Provide contact details for the ambulance service and palliative care service.		
<input type="checkbox"/>	Outline the allied health services available within the practice and town – See <a href="#">HealthPathways</a> and <a href="#">Meeting Place</a> for additional information on health services.		
<input type="checkbox"/>	Describe the process for pathology and radiology requests, results and collection.		
<input type="checkbox"/>	Provide information on Workcover and the Department of Veterans' Affairs.		
<input type="checkbox"/>	Ensure a detailed clinical handover has been given to assist the GP. If the usual GP has already left the practice for his/her leave, arrange detailed handover notes of any chronic care patients.		
<b>Workload</b>			
<input type="checkbox"/>	Allow longer appointments for the first day of consulting to allow familiarisation with practice processes and systems.		
<input type="checkbox"/>	Describe the support available from the practice nurse (if available).		
<input type="checkbox"/>	Outline the paperwork responsibilities and the administration assistance available.		
<b>Local information - particularly for the locum</b>			
<input type="checkbox"/>	Details of emergency services including police, hospital, ambulance and fire brigade.		
<input type="checkbox"/>	Information on local business trading hours, location of banks, cafes, hotels, supermarkets and other retail outlets.		
<input type="checkbox"/>	Information relating to places of worship, sporting and social clubs, local tourist attractions and information centres. Locums often like to feel part of the community so any 'what's on' information can really be appreciated.		
<input type="checkbox"/>	A welcome parcel is a great gesture. This might include samples of local wine or produce. Other suggestions are vouchers for local restaurants, local tourist or retail vouchers.		
<b>Accommodation - providing or arranging accommodation for a locum, new long-term GP or registrar</b>			
<input type="checkbox"/>	Confirm the arrival time, accommodation arrangements, parking arrangements and key collection.		
<input type="checkbox"/>	For more than three nights, it is preferred to provide self-contained facilities, fully furnished with kitchen and laundry, with linen and towels provided (unless otherwise agreed). If this is not possible, make sure the GP is aware of this before their arrival.		
<input type="checkbox"/>	Within reasonable proximity to the surgery (or transport provided).		
<input type="checkbox"/>	Available for the duration of the placement.		
<input type="checkbox"/>	Provide instructions for the use of household items, eg air conditioning, dishwasher, security system, garbage disposal, garbage collection times.		
<b>Vehicle - If providing a vehicle other than a hire car</b>			
<input type="checkbox"/>	Roadworthy	<input type="checkbox"/>	Registered
<input type="checkbox"/>	Comprehensively insured	<input type="checkbox"/>	Serviced and Clean

Accommodation – other things to consider	
<input type="checkbox"/>	Does the accommodation have internet access?
<input type="checkbox"/>	Is there home and contents insurance in place?
<input type="checkbox"/>	If the locum accommodation offered does not meet the locum's requirements, then the practice may need to find suitable alternative accommodation.
<input type="checkbox"/>	In circumstances where the host doctor's private residence is offered to accommodate the locum, pets or farm animals belonging to the host doctor should not be the responsibility of the locum without prior agreement. Equally, the host doctor must not be expected to accommodate a locum's animals or pets without prior agreement.
<input type="checkbox"/>	It is not appropriate for the locum to share the accommodation with any of the host doctor's family during the term of the placement.
<input type="checkbox"/>	The locum will be responsible for the cost of all meals throughout the term of the placement (unless otherwise arranged by the practice). In circumstances where no cooking facilities are available, and if requested by the locum, practices are encouraged to negotiate with the local hospital to provide access to meals.
<input type="checkbox"/>	Consider a welcome pack as locums generally arrive in town after most retail outlets have closed. Practices are encouraged to provide a small portion of basic items for the locum at the accommodation, eg toilet paper, tea, coffee, milk, bread, butter, something for supper and breakfast, etc.

## Cultural Awareness Training

It is recommended that all health professionals undertake cultural awareness and safety training prior to commencing work in Western Victoria.

### Cultural awareness training (CAT) providers

- Victorian Aboriginal Community Controlled Health Organisation (VACCHO) delivers regular online [Cultural Safety Training](#)
- Rural Workforce Agency Victoria (RWAV) – [Cultural Safety Training](#)
- WVPHN offers CAT throughout the year. Please monitor the [events and education calendar](#)

## For more information

Contact your practice facilitators for additional support and information on Western Victoria PHN's GP Orientation sessions at [QI@westvicphn.com.au](mailto:QI@westvicphn.com.au).