|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Welcome to the practice**  | **Inductee** | **Trainer** | **Date** |
|[ ]  Introduction to other staff members |  |  |  |
|[ ]  Tour of the practice |  |  |  |
|[ ]  Personnel administration – direct report, hours of work, salary, position description, performance review, tax declaration form, payment arrangements, ongoing training and immunisation status |  |  |  |
|[ ]  Overview of organisational chart |  |  |  |
|[ ]  About the culture of the practice |  |  |  |
|[ ]  The importance of asking questions |  |  |  |
|[ ]  How and where to access policies and procedures |  |  |  |
|[ ]  Information about available resources |  |  |  |
|  | **About the Practice** | **Inductee** | **Trainer** | **Date** |
|[ ]  Background and history of the practice |  |  |  |
|[ ]  Practice profile – number of GPs, special interests and patient |  |  |  |
|[ ]  Services provided by the practice |  |  |  |
|[ ]  Operating hours of the practice |  |  |  |
|[ ]  Opening and closing procedures |  |  |  |
|[ ]  Security company – access codes and provision of keys (including signing |  |  |  |
|[ ]  Accreditation – RACGP standards |  |  |  |
|  | **Practice Administration** | **Inductee** | **Trainer** | **Date** |
|[ ]  Introduction to the front desk |  |  |  |
|[ ]  How to handle incoming and outgoing correspondence |  |  |  |
|[ ]  Procedures for ordering stationery and other office supplies |  |  |  |
|[ ]  Process for distributing faxes |  |  |  |
|[ ]  Updating headers and footers on practice stationery |  |  |  |
|[ ]  Business cards |  |  |  |
|[ ]  Door signage |  |  |  |
|  | Doctor stamp |  |  |  |
|[ ]  Updating the website/Instagram (bio, about us, services) |  |  |  |
|[ ]  Advertising – public notices |  |  |  |
|[ ]  Medical Deputising Service |  |  |  |
|[ ]  Notifying and updating services of doctors’ details, including WVPHN, Local health services, HealthLink, Secure messaging, Appointment booking software as required  |  |  |  |
|[ ]  Updating reception with new provider details (contact, provider number, prescriber number, allergies etc.) |  |  |  |
|[ ]  Process for organising drug rep appointments |  |  |  |
|[ ]  Instructions for use of business equipment |  |  |  |
|[ ]  Instructions for use of medical equipment |  |  |  |
|  | **Billing Procedures** | **Inductee** | **Trainer** | **Date** |
|[ ]  Details about the practice’s consultation fees |  |  |  |
|[ ]  Information about billing arrangements |  |  |  |
|[ ]  List of common item numbers |  |  |  |
|  | **Phone procedures**  | **Inductee** | **Trainer** | **Date** |
|[ ]  How to place callers on hold, transfer calls and program the phone system |  |  |  |
|[ ]  When to transfer telephone calls to GPs and other clinical staff |  |  |  |
|[ ]  Information about each GP’s policy for receiving and returning patient |  |  |  |
|[ ]  telephone calls |  |  |  |
|[ ]  The importance of not interrupting patient consultations unless it is an ‘urgent situation’ |  |  |  |
|[ ]  How to take and deliver messages |  |  |  |
|  | **Appointment management** | **Inductee** | **Trainer** | **Date** |
|[ ]  Information about the appointment system |  |  |  |
|[ ]  How to set up sessions and appointment times in the appointment book |  |  |  |
|[ ]  How to determine the urgency of patient healthcare needs |  |  |  |
|[ ]  How to determine the most appropriate length and time of a consultation at the point of booking |  |  |  |
|[ ]  Types of appointments available at the practice |  |  |  |
|[ ]  Arrangements for home and other visits |  |  |  |
|[ ]  Arrangements for care outside of normal opening hours |  |  |  |
|[ ]  Process for handling new patients at the practice |  |  |  |
|[ ]  How to offer patients the opportunity to request their preferred GP and |  |  |  |
|[ ]  How to book appointments |  |  |  |
|[ ]  How to greet patients when they attend their scheduled appointment |  |  |  |
|[ ]  The importance of informing patients of any extended waiting times |  |  |  |
|[ ]  Process for handling ‘did not attend’ and cancelled appointments |  |  |  |
|  | **Triage and Medical Emergencies** | **Inductee** | **Trainer** | **Date** |
|[ ]  How to determine the level of urgency of patient healthcare needs |  |  |  |
|[ ]  How to handle a medical emergency – on the telephone or in person with and without a GP in attendance |  |  |  |
|[ ]  How to identify and care for patients in distress |  |  |  |
|  | **Patient Management**  | **Inductee** | **Trainer** | **Date** |
|[ ]  The importance of respecting patient rights |  |  |  |
|[ ]  Policies and guidelines on open disclosure |  |  |  |
|[ ]  Obtaining patient consent for the presence of a third party during their consultation |  |  |  |
|[ ]  The importance of treating patients with courtesy and respect |  |  |  |
|[ ]  Policies and guidelines on ethical dilemmas |  |  |  |
|[ ]  How to provide important information to patients |  |  |  |
|[ ]  How to handle difficult or angry patients |  |  |  |
|[ ]  How to handle patient requests for repeat prescriptions and referrals |  |  |  |
|[ ]  How to handle incoming and outgoing pathology |  |  |  |
|[ ]  Each GP’s policy for receiving and returning patient emails |  |  |  |
|[ ]  How to access services to help communicate with patients who speak other languages and/or those with a disability |  |  |  |
|[ ]  Information about local health, disability and community services |  |  |  |
|[ ]  List of local hospitals |  |  |  |
|[ ]  List of pathology and radiology providers |  |  |  |
|  | **Patient Health records and confidentiality**  | **Inductee** | **Trainer** | **Date** |
|[ ]  The importance of privacy, confidentiality and security of patient health information (verbal, written and electronic) |  |  |  |
|[ ]  Process for handling results, reports and clinical correspondence |  |  |  |
|[ ]  Information about the practice recall and reminder system |  |  |  |
|[ ]  Process for referrals |  |  |  |
|[ ]  Clinical guidelines (recalls and reminders, eHealth practice policy) |  |  |  |
|[ ]  Information on key public health regulations (such as reporting requirements for communicable diseases) |  |  |  |
|[ ]  Policy for retention of records and archiving |  |  |  |
|[ ]  Process for transferring patient health records |  |  |  |
|[ ]  The importance of privacy, confidentiality and security of patient health |  |  |  |
|[ ]  information (verbal, written and electronic) |  |  |  |
|[ ]  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** |
|[ ]  Information about privacy, confidentiality and security issues |  |  |  |
|[ ]  Allocating the appropriate passwords and permissions |  |  |  |
|[ ]  Notifying software provider of new user |  |  |  |
|[ ]  Notifying secure messaging provider of additional providers |  |  |  |
|[ ]  How to lock the computer and activate screensavers |  |  |  |
|[ ]  Training in clinical and management software programs and the required information for each patient health record |  |  |  |
|[ ]  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 |  |  |  |
|[ ]  Training in accessing the Health Provider Portal (The Viewer) |  |  |  |
|[ ]  Training in use of HealthPathways |  |  |  |
|[ ]  Practice’s IT provider to set up email address and access to the computer network and remote login |  |  |  |
|[ ]  How to set up preferred doctor templates (e.g. referral letter and medical certificates) |  |  |  |
|[ ]  Policy for use of email |  |  |  |
|[ ]  Policy for use of social media |  |  |  |
|[ ]  Computer security procedures – firewall, anti-virus and disaster recovery |  |  |  |
|[ ]  How to scan documents and digital images |  |  |  |
|[ ]  Procedures for backing up electronic information |  |  |  |
|[ ]  Procedures for securely transferring patient health information  |  |  |  |
|  | **Human resource management** | **Inductee** | **Trainer** | **Date** |
|[ ]  Staff code of conduct |  |  |  |
|[ ]  Staff requirements for continuing professional development |  |  |  |
|[ ]  Management of staff rosters |  |  |  |
|[ ]  Information and training of processing staff and doctor pays |  |  |  |
|[ ]  Policy for staff notifying when they are unable to work |  |  |  |
|[ ]  Induction of staff and updating the induction training checklist |  |  |  |
|[ ]  Preferences of doctors |  |  |  |
|[ ]  Policy for equal opportunity, sexual harassment and bullying |  |  |  |
|[ ]  Procedure and frequency of staff and clinical meetings |  |  |  |
|[ ]  What to do in the event of an incident or injury |  |  |  |
|[ ]  Policy for lifting heavy objects |  |  |  |
|[ ]  Policy for smoking, drugs and alcohol in the practice |  |  |  |
|[ ]  How to handle violent situations in the workplace |  |  |  |
|[ ]  Ways to maintain staff health and wellbeing |  |  |  |
|[ ]  Current immunisation status known, documented and appropriate to the |  |  |  |
|[ ]  duties identified and arranged (by consent) |  |  |  |
|[ ]  How to handle non-medical emergencies (e.g. fire and bomb threats) |  |  |  |
|  | **Treatment room and facilities** | **Inductee** | **Trainer** | **Date** |
|[ ]  Process for using and maintaining medical practice equipment (e.g. ECG and spirometry) |  |  |  |
|[ ]  Process for storing, ordering, documenting and disposing of controlled and restricted drugs (e.g. safe, key and protocols for S8 drugs) |  |  |  |
|[ ]  Doctor’s bag orders, prescription paper and pads |  |  |  |
|[ ]  Process for checking, rotating and resupplying perishable medical supplies |  |  |  |
|[ ]  Process for storing, ordering, documenting and disposing of Schedule 4 medicines and pharmaceutical samples |  |  |  |
|[ ]  Location and use of emergency trolley, supplies and doctor’s bag |  |  |  |
|  | **Cold chain management** | **Inductee** | **Trainer** | **Date** |
|[ ]  Process for receiving and transporting vaccines |  |  |  |
|[ ]  Information about the importance of managing the cold chain |  |  |  |
|[ ]  How to manage the cold chain |  |  |  |
|[ ]  Name of the staff member with primary responsibility for managing the cold chain |  |  |  |
|[ ]  The actions to take in the event of a cold chain breach |  |  |  |
|[ ]  Location of Vaccine Management Protocol |  |  |  |
|[ ]  Location of vaccine esky, ice packs, packing materials, thermometer and instructions on how to pack a vaccine esky |  |  |  |
|  | **Continuous quality improvement** | **Inductee** | **Trainer** | **Date** |
|[ ]  Information about practice accreditation and what that means |  |  |  |
|[ ]  Information about how to provide input and feedback for improving business operations and business planning |  |  |  |
|[ ]  Process for notifiable data breaches |  |  |  |
|[ ]  PIP QI program, guidelines, contracts, reporting requirements |  |  |  |
|[ ]  Name of the staff member with primary responsibility for infection prevention and control |  |  |  |
|[ ]  Process and name of the staff member responsible for managing patient feedback |  |  |  |
|[ ]  Process and name of the staff member responsible for the investigation and resolution of complaints |  |  |  |
|[ ]  Process and name of the staff member responsible for leading clinical improvements |  |  |  |
|[ ]  improvements |  |  |  |
|[ ]  Process and name of the staff member responsible for leading risk management |  |  |  |
|  | **Occupational health and safety (OH&S)** | **Inductee** | **Trainer** | **Date** |
|[ ]  Objectives of the OH&S policy |  |  |  |
|[ ]  Responsibilities and obligations of management |  |  |  |
|[ ]  Responsibilities and obligations of employees |  |  |  |
|[ ]  Responsibilities and obligations of contractors |  |  |  |
|[ ]  How to identify any unforeseeable risk or hazards that could affect staff or other people at the practice |  |  |  |
|[ ]  Your responsibility in training and educating staff about any OH&S issues that affect or could affect them at work |  |  |  |
|[ ]  Supervision and personal protective equipment |  |  |  |
|[ ]  Policy for completing monthly workplace health and safety checks |  |  |  |
|[ ]  Policy for fitness for work/duty |  |  |  |
|[ ]  Policy for incident and injury reporting |  |  |  |
|[ ]  Procedure for emergencies |  |  |  |
|[ ]  Procedure for bomb threats |  |  |  |
|[ ]  Procedure for armed hold-up/robbery |  |  |  |
|[ ]  Procedure for violence in the workplace |  |  |  |
|[ ]  Procedure for OH&S complaints |  |  |  |
|[ ]  Procedure for workers’ compensation |  |  |  |
|[ ]  Procedure for hazard and risk management and how to complete incident report forms |  |  |  |
|[ ]  Policy for no smoking |  |  |  |
|[ ]  Policy and procedure for staff immunisation register |  |  |  |
|[ ]  Procedure for manual cleaning and sterilisation of equipment |  |  |  |
|[ ]  Procedure for cleaning up spills of contaminated waste |  |  |  |
|[ ]  Procedure for infection control for potential infectious patients |  |  |  |
|[ ]  Procedure for disposal of clinical waste |  |  |  |
|  | **Infection prevention and control** | **Inductee** | **Trainer** | **Date** |
|[ ]  Principles of infection prevention and control |  |  |  |
|[ ]  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 |  |  |  |
|[ ]  Participation in continued education and identification of training requirements |  |  |  |
|[ ]  Policy and procedure for management of sharps injury |  |  |  |
|[ ]  Policy and procedure for management of blood and body-substance spills |  |  |  |
|[ ]  Correct hand washing and hand hygiene techniques |  |  |  |
|[ ]  Practice cleaning schedule |  |  |  |
|[ ]  How to ensure instruments are sterile at point of use |  |  |  |
|[ ]  Policy and procedure for safe storage and disposal of clinical waste |  |  |  |
|[ ]  Policy and procedure for handling, sorting, laundering and storing linen |  |  |  |
|[ ]  Standard and additional precautions |  |  |  |
|[ ]  Disease prevention in the workplace by serology and vaccination |  |  |  |
|[ ]  Policy and procedure for handling and using chemicals, including instrument grade detergents and Safety Data Sheets (SDS) |  |  |  |
|[ ]  Policy and procedure for safe handling of pathology specimens |  |  |  |
|[ ]  Correct use of personal protective equipment |  |  |  |
|[ ]  Policy and procedures for sterilisation including pre-cleaning of instruments, cleaning of instruments, drying of instruments and packaging of instruments |  |  |  |
|[ ]  How to use the steriliser and access the manufacturer’s operator manual |  |  |  |
|[ ]  Checking and replacing the steriliser printer paper |  |  |  |
|[ ]  Loading the steriliser |  |  |  |
|[ ]  Unloading the steriliser |  |  |  |
|[ ]  Storage of sterile stock |  |  |  |
|[ ]  Recording the cycle information |  |  |  |
|[ ]  Identification of a failed cycle and the appropriate action |  |  |  |
|[ ]  Daily, weekly, monthly and annual maintenance of the steriliser |  |  |  |
|[ ]  Servicing and calibration |  |  |  |
|[ ]  Annual validation |  |  |  |
|[ ]  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: