|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **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: