# Purpose

<<Insert Medical Centre Name>>

Welcome Book for new staff

00 Month 20xx

The purpose of this template is for your practice to be able to provide a cohesive source of information to be used for new staff as part of their induction.

While all effort is made to keep the links and sources of information up to date and current, there may be changes since last review.

*Whilst care has been taken in preparing this document, this information is a guide only and subject to change without notice.*

# Section 1 Welcome Information

|  |  |
| --- | --- |
| **Practice Name** |  |
| **Address** |  |
| **Phone** |  |
| **Fax** |  |
| **Other Locations** |  |
|  |  |

# <<Insert Practice Photo>>

## Practice Vision

## Practice Goals

# Section 2 About Us

## Opening Hours

## Billing

## Contact Details

## Location

## Access by Car

## Access by Public Transport

## Parking

# Section 3 Our Staff

## General Practitioners/Medical Practitioners

## Nurses

## Receptionists

## Practice Manager

## Other Clinical Staff

## Other non-clinical Staff

# Section 4 Staff Meal Breaks

## Facilities

## Practice Provisions

## Cafes/Takeaway Options

# Section 5 Consult/Treatment Rooms

## Consult rooms/Equipment

## Treatment rooms/Equipment

## Cleaning

## Other Equipment

# Section 6 Phone and extensions

## Process to dial external

## Process to dial internal

## Internal Extensions

# Section 7 Pathology

## Pathology Labs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lab**  | **Main Phone** | **Results** | **Couriers** | **INR Service** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Section 8 Radiology

|  |  |  |  |
| --- | --- | --- | --- |
| **Centre** | **Main Phone** | **Billing type**  | **Address** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Section 9 Allied Health

|  |  |  |  |
| --- | --- | --- | --- |
| **Centre** | **Main Phone** | **Billing type**  | **Address** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Section 10 Emergencies

|  |  |  |
| --- | --- | --- |
| **Health Service**  | **Main Phone** | **Address** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Section 11 After Hours

## Hours of Operation

## Phone Diversion

## Triage Process

# Section 12 Commonly Used Contacts

# Section 13 Commonly Used Referrals

# Section 14 Item Numbers - MBS

[MBS Quick Guide](https://www.ausdoc.com.au/sites/default/files/MBS%20card_JAN22_COVID-19_new.pdf)

[MBS COVID And Telehealth Item Numbers Quick Guide](https://www.ausdoc.com.au/sites/default/files/MBS%20card_MAR22_COVID-19.V2.pdf)

# Section 15 Western Victorian PHN

Working with western Victoria primary health care professionals to deliver the right care at the right time to everyone in our community.

Western Victoria PHN is your central resource for the support and information you need to effectively help your patients at every point of their health and wellbeing story.

Western Victoria PHN delivers a range of valuable general practice support services to primary care health professionals and practices in our region. We focus on long-term and sustainable initiatives while advocating and supporting innovation through high performing primary care principles.

Our commitment is to support practices to deliver on the underpinning principles of the quadruple aim in a localised, high-performing primary care model, namely:

* Patient experience of care
* Quality and population health
* Improved provider satisfaction
* Sustainable cost

# Section 16 Practice Facilitators

Western Victoria PHN’s (WVPHN) team of practice facilitators have had extensive training to support general practices across a range of services. The Practice Facilitator team are committed to:

* promoting and improving practice accreditation
* quality improvement and adoption of best practice methods
* supporting practices to improve processes and workflows
* being a conduit to referral pathways and templates for local services
* best practice educational resources and clinical information updates
* supporting the uptake and meaningful use of digital health systems
* support practices to understand their own and population health data.

Our team is focused on YOU. The team are continually engaged in latest tools and updates to enable prompt responses to your requests for information, and to share innovative ways to assist with practice challenges, to meet both your needs and those of your patients.

### Support Areas

### Quality Improvement

* My Health Record
* Telehealth
* Secure Messaging
* Electronic Prescriptions
* Electronic Requesting

### Digital

### Health

* Coaching and support
* PDSA templates
* Toolkits and other resources
* Practice Incentive Programs

### Data Driven

### Improvement

### Practice

### Tools

* PHN Exchange
* GP data reports
* Data cleansing
* Clinical Coding
* CAT4 /Topbar
* POLAR /Walrus
* GoShare
* HealthPathways

### Programs

### and Projects

* PHN Programs
* Grants and tenders
* Medicare Benefits Schedule
* Accreditation

## For support or a visit from your Practice Facilitator:



Help Desk 1300 176 271



[www.practiceconnect.com.au](http://www.practiceconnect.com.au)



QI@westvicphn.com.au

# Section 17 HealthPathways

[HealthPathways](https://westvic.healthpathways.org.au/) is the central source of clinical and referral information for health practitioners in western Victoria. The site is a free online resource to support practitioners in assessing and managing patients’ symptoms and conditions.

The Western Victoria PHN HealthPathways portal includes over 800 pages with information specific to [our region](https://westvicphn.com.au/about-us/who-we-are/region-and-map/) and developed in consultation with local clinicians and health services.

The site includes comprehensive information for health practitioners covering topics including paediatrics, mental health, addiction medicine, women’s health and numerous other medical and surgical specialist areas. Information on care for specific populations such as Aboriginal and Torres Strait Islander Australians and rural and agriculture communities is also available.

How to access or login details please

## Who can use western Victoria HealthPathways

HealthPathways is available to registered health care practitioners including GPs, allied health providers and nurses.

The portal is not designed for use by patients or the general community.

## Accessing HealthPathways

New to HealthPathways?

Visit<https://westvic.communityhealthpathways.org/>and select ‘register now’

Email us athealthpathways@westvicphn.com.au