

Staff Induction Checklist



Welcome to our practice	Done	Staff Initials	Date
• Introduction to other staff members and tour of practice	<input type="checkbox"/>		
• Administration hours of work, salary, job description, performance review, tax declaration form, payment arrangements	<input type="checkbox"/>		
• How/where to access policies and procedures	<input type="checkbox"/>		
• Information about available resources	<input type="checkbox"/>		
• The practice profile – number of GPs, special interests, patient demographic	<input type="checkbox"/>		
• Services provided by our practice	<input type="checkbox"/>		
• The operating hours and opening and closing procedures of our practice	<input type="checkbox"/>		
• The name of the staff member responsible for investigation and resolution of complaints	<input type="checkbox"/>		
• How to handle incoming and outgoing correspondence	<input type="checkbox"/>		
• The location and procedure for ordering stationery and other office supplies	<input type="checkbox"/>		
• The process and staff member responsible for distributing faxes	<input type="checkbox"/>		
Telephone procedures	Done	Staff Initials	Date
• When to transfer telephone calls to GPs and other clinical staff	<input type="checkbox"/>		
• Information about each GP's policy on receiving and returning patient phone calls	<input type="checkbox"/>		
• A definition of an 'urgent situation' and procedure to follow	<input type="checkbox"/>		
• How to determine the most appropriate length and time of consultation at the point of booking	<input type="checkbox"/>		
• The types of appointments available at our practice	<input type="checkbox"/>		
• The arrangements for home and other visits	<input type="checkbox"/>		
• The arrangements for care outside of normal opening hours	<input type="checkbox"/>		
• The process for handling new patients of our practice	<input type="checkbox"/>		
• The importance of informing patients of waiting times	<input type="checkbox"/>		
• The process for handling did-not-attend and cancelled appointments	<input type="checkbox"/>		
Patient management	Done	Staff Initials	Date
• In a patient emergency know the response procedure and location and use of emergency equipment	<input type="checkbox"/>		
• How to identify and care for patients in distress	<input type="checkbox"/>		
• The importance of respecting patient rights and treating patients with courtesy and respect	<input type="checkbox"/>		
• How to handle difficult or angry patients	<input type="checkbox"/>		
• How to handle patient requests for repeat prescriptions and referrals	<input type="checkbox"/>		
• How to handle incoming and outgoing pathology	<input type="checkbox"/>		

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• How to access services to help communicate with patients who speak a language other than that of the GPs and/or those with a disability	<input type="checkbox"/>		
• Information about local health, disability and community services	<input type="checkbox"/>		
Patient health records and confidentiality	Done	Staff Initials	Date
• The importance of privacy, confidentiality and security of patient health information – including verbal, written and electronic information	<input type="checkbox"/>		
• The process for handling results, reports and clinical correspondence	<input type="checkbox"/>		
• Information about the practice recall and reminder system	<input type="checkbox"/>		
• The practice policy on retention of records and archiving	<input type="checkbox"/>		
• The process for transferring patient health records	<input type="checkbox"/>		
• The practice security policy for prescription pads and computer generated prescription paper, letterhead, medical certificates, medications, patient health records and related patient health information including accounts	<input type="checkbox"/>		
Computer administration	Done	Staff Initials	Date
• Allocating the appropriate passwords and permissions	<input type="checkbox"/>		
• Our email or website policy (if applicable)	<input type="checkbox"/>		
• Computer security procedures – firewall, disaster recovery procedures	<input type="checkbox"/>		
• How to scan documents and digital images (if applicable)	<input type="checkbox"/>		
• Procedures for backing-up electronic information	<input type="checkbox"/>		
Human resource management	Done	Staff Initials	Date
• Staff code of conduct	<input type="checkbox"/>		
• Staff requirements for continuing professional development	<input type="checkbox"/>		
• Our practice policy on equal opportunity and sexual harassment	<input type="checkbox"/>		
• The frequency and procedure for staff meetings	<input type="checkbox"/>		
• What to do in the event of an incident or injury	<input type="checkbox"/>		
• Our practice policy on smoking, drugs and alcohol in our practice	<input type="checkbox"/>		
• How to handle non-medical emergencies – fire, bomb threats	<input type="checkbox"/>		
Infection control	Done	Staff Initials	Date
• Information about the principles of infection control	<input type="checkbox"/>		
• The management of sharps injury	<input type="checkbox"/>		
• The management of blood and body fluid spills	<input type="checkbox"/>		
• Information about hand washing and hand hygiene	<input type="checkbox"/>		
• Information about the practice cleaning schedule	<input type="checkbox"/>		

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Welcome to our practice	Done	Staff Initials	Date
• Our procedure for cleaning and sterilising instruments (if applicable)	<input type="checkbox"/>		
• Our procedure for safe storage and disposal of clinical waste	<input type="checkbox"/>		
• Requesting current immunisation status of all staff and immunisation appropriate to their duties arranged if consented	<input type="checkbox"/>		
• Our procedure for safe handling of pathology specimens	<input type="checkbox"/>		
Treatment room	Done	Staff Initials	Date
• The process for using and maintaining practice equipment	<input type="checkbox"/>		
• The process for storing, ordering, documenting and disposing of controlled and restricted drugs	<input type="checkbox"/>		
• The process for storing, ordering, documenting and disposing of schedule 4 drugs and pharmaceutical samples	<input type="checkbox"/>		
Cold-chain management	Done	Staff Initials	Date
• The process for receiving and transporting vaccines	<input type="checkbox"/>		
• How to manage the cold-chain	<input type="checkbox"/>		
• The actions to take in the event of a cold-chain breach	<input type="checkbox"/>		

I, have received explanation or training in all of 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 patient health and the practice's business. I agree that I will not disclose any confidential information during the period of my employment, or after its 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 patient care. I acknowledge that to do so would be in breach of the *Privacy Amendment (Private Sector) Act 2000*. I have read and understood the practice's privacy policy and agree to abide by the procedures used by this practice in ensuring there are no breaches of privacy.

Employee name in full

Signature of employee **Date**/...../.....

Employer name in full:

Signature of employer **Date**/...../.....