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Medical Practice Manual

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- Organisational chart with brief descriptions of role
- Essential facts about our practice

Patient focus

Lifelong patient

- Continuity of care
- Patient recalls
- Patient education
- Practitioner-to-patient protocols

Patient rights

- Discrimination
- Patient privacy
- Patient confidentiality
- Refusal of treatment or advice
- Second opinions
- Transfer of care
- Patient feedback
- Visiting or third party consultants
- Research studies

Examples

- Patient education materials
- Patient feedback form

Staff focus

Recruitment and employment

- Hiring staff
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- Job description
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Induction

- Staff personal files
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- Preventative education and care of staff
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- Attitude and behaviour
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Training and development

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- Briarwood Health Care Group

Management systems

Financial management systems

- Financial controls
- Practice financial planning program
- Practice payment policy
- Financial payment plan
- Annual review requirement
- Type of reports
- Petty cash procedures

Document management system

- Review and evaluation of appointment bookings
- Patient records
- Release and transfer of records
- Medical records storage
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Stock control management system

- Stocktake requirements
- Basic stock management requirements
- Treatment room and drugs cabinet—special requirements

Examples

- Financial payment plan
- Petty cash register
- Card system for tracking overdue accounts
- Document review checklist
- Medical stocktake
- An alphabetised list of office supplies
- Drugs with an expired use-by date

Authority to release medical information
Register of reproductions of confidential medical records

Front desk organising skills

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Appointment scheduling

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Clinical clerical

Dealing with urgent medical matters
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Pathology—blood tests/cytology/microbiology
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Examples

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- First reactions to urgent medical conditions
- Personal security of staff
- Leaving the practice secure
- Items that should be checked every day (consulting rooms)

Front desk communication skills

Table 3: Communication differences across channels and contexts

Channels of communication

- Telephone communication
- Face-to-face communication
- Written communication

Contexts of communication

- Patient complaints
- Urgent medical matters
- Procedures for dealing with clinical matters by telephone

Examples

- Overdue accounts
- Awkward moments in paying accounts
- Following up on recall letter
- Dealing with sensitive situations
- Tracking complaints
- Practitioner record of telephone calls
- Options on initial call
- Telephone message slip

Equipment and technology

Minimum equipment requirements

- Telephones
- Facsimile machine
- Answering machine

Equipment maintenance

- Maintenance procedures
- Technology maintenance requirements
- Facsimile machine, photocopier and printer
- Special requirements for refrigerator
- Special requirements for sterilisers

Computer and office equipment procedures

- Instruction manual for automated systems
- Computer training
- Backing-up computers
- Computer support
- Personal identification

Examples

- Equipment inventory
- Instructions for Use of Facsimile Machine
- Instructions for photocopier

Practice environment

Physical and environmental guidelines

- Signage
- External physical condition
- Internal physical condition
- Parking
- Disabled access
- Waiting room
- Reception area
- Consultation rooms, treatment rooms and toilets
- Auditory and visual privacy

Cleaning requirements

- Use of contract cleaning services
- Minimum cleaning standards

Examples

- Typical signage
- Foyer or entrance area cleaning
- Reception area cleaning checklist
- Waiting room cleaning checklist
- Administration offices cleaning checklist
- Consulting rooms cleaning checklist
- Treatment rooms & nurses' station cleaning checklist
- Toilets cleaning checklist
- Kitchen or staff room cleaning checklist
- Storage & medical supplies room cleaning checklist

Workplace health and safety

Procedures for dealing with non-medical emergencies

- Types of non-medical emergencies
- Content of the emergency control handbook
- Environmental factors
- Crime rate
- Weather
- Road conditions

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- Medical waste
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Examples

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