

Induction/Orientation Program for New GPs and Staff

A comprehensive induction or orientation program can benefit all new medical and administrative staff. The program should include working relationships within the practice, the practice functions and the availability and location of resources.

A good induction program will also help retain new employees, as they will be better informed and able to adjust to their new positions within the practice.

The induction or orientation program does not have to be completed on the first day of employment, however it should be completed within a specified time frame. A checklist that is completed and signed by the new GP or staff member as he or she moves through the program will help ensure all areas are covered and understood.

If GPs or other staff members have not been employed in the practice for more than three years, and the practice does not have an induction or orientation program available, then the practice is encouraged to develop such a program.

Some of the areas that could be covered in such an orientation program include:

- Welcome to the Practice
- Administration, telephone procedures and appointments
- Triage and medical emergencies
- Telephone manner and responsibilities
- Patient management
- Patient health records and confidentiality
- Human Resources
- Occupational Health & Safety
- Infection control including standards precautions and immunisations
- Schedule 8 drugs, if kept on the premises
- Clinical Autonomy for GPs
- Complaints process

Staff should ideally have signed job descriptions/position statements that describe the position requirements including selection criteria, duties, responsibilities, hours of employment, award conditions and annual staff reviews. The practice may wish to include a copy of the job description/position statement in its policy and procedure manual.