



General Practice Staff Training Invitation



An Australian Government Initiative

Date

16 June 2021

(Limit to 14 participants per session)

Times

**9.00am to 12.00pm OR
1.30pm to 4.30pm**

Venue

Western NSW PHN
187 Brisbane Street
1st Floor
DUBBO NSW 2830

Target audience

General Practice Receptionists

Contact

Allie Sullivan

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Format



F2F event

Event Photography

By attending this event, you agree to being photographed by WNSW PHN. Any photographs may then be used for online, social media, marketing or promotional purposes. If you do not consent to your image being photographed or shared, please email cpd@wnswphn.org.au prior to the meeting.

REGISTRATION LINK

[https://www.wnswphn.org.au/events/
event-registration?eventid=1153](https://www.wnswphn.org.au/events/event-registration?eventid=1153)

General Practice Reception Training

Facilitated by:

Allie Sullivan

Practice Support and Improvement Officer

Fallon Gray

Manager of Practice Support and Improvement

This workshop will explore best practice around triage, customer service, privacy and confidentiality, working within scope and how to handle difficult patients in general practice. It will also address data breaches in a medico-legal and accreditation compliance context. This training will be offered as a morning or afternoon session.

Morning Program

9.00am Registration, networking and light refreshments *(provided)*
9.25am Welcome
9.30am Triage
10.00am The difficult patient and customer service
10.30am Privacy and confidentiality
11.00am Medico legal issues and working within scope
11.30am Interactive discussion
11.55am Evaluation
12.00pm Close

Afternoon Program

1.30pm Registration, networking and light refreshments *(provided)*
1.55pm Welcome
2.00pm Triage
2.30pm The difficult patient and customer service
3.00pm Privacy and confidentiality
3.30pm Medico legal issues and working within scope
4.00pm Interactive discussion
4.25pm Evaluation
4.30pm Close

Learning Outcomes

- Recognise the importance of an effective triage system within the context of patient and practice staff safety
- De-escalate and manage aggressive and/or difficult behaviour
- Define the scope of a Receptionist's role and responsibilities within a general practice setting
- Recognise the importance of documentation and legal implications within a Receptionist's role
- Understand and apply privacy and confidentiality obligations within a general practice context

