



# New General Practitioner Orientation Checklist

## For use with a new permanent general practitioner, short term locum or registrar.

Putting the time into preparing for the arrival of your new GP, will not only provide a smooth transition for the GP and your patients, but will also encourage a locum or registrar to return to your efficient practice for future placements.

### Prepare for the arrival

- Collect evidence of the GP's medical indemnity certificate of currency, Medical Board of Australia registration, Working with Children Check (if required), police clearance (if required) and conduct reference checks.
- Apply for, or verify the GP's Medicare Provider Number(s), including location, start and end dates and any restrictions.
- Provide a placement schedule or contract, including expected hours of work, any on call / after-hours roster, dates (start and finish for a locum or registrar), payment terms and frequency of payments, details of provisions such as accommodation and vehicle.
- Provide a brief overview of work to be undertaken
- Arrange admitting rights and emergency department credentialing to the local hospital(s) if required.
- Arrange suitable accommodation if necessary and agreed upon – see *Accommodation* for more information.
- Provide a map of the town and directions to the accommodation, general practice and hospital. Highlight local shops, cafes, banks, etc.

### First day orientation

- Organise a staff gathering to welcome the new GP. Provide a list of names, roles and contact details for staff, particularly any members not in attendance at the gathering.
- Provide contact details for colleagues within the practice or area from whom clinical advice and support is available.
- Provide a tour of the waiting, consultation and treatment rooms, work areas and staff facilities.
- Familiarise the GP with the practice policies and procedures, including evacuation and emergency procedures, grievance and harassment procedures and occupational health and safety guidelines.
- In accordance with risk management policy, locums and registrars should not be expected to supervise other medical personnel, including medical students and other registrars.
- Discuss the daily routine of the practice, including clinic hours, lunch times and access to coffee and tea, incoming and outgoing mail including clinical results.
- Outline the patient demographics of the practice; include information on health issues that impact on the practice, eg drug and alcohol problems, aged care visits.
- Discuss patient billing arrangements.
- Describe the practice expectations including values, culture and protocols.
- Advise of any building access requirements including internal and external security systems.

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

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## Practice equipment

- Provide a tidy, comfortable and suitably equipped consulting room, ensuring that equipment is working and drugs are in date.
- Provide information on storage and availability of vaccines, dressings, drugs and emergency equipment.
- Advise the process for ordering supplies.
- Provide an overview of the practice information management processes, including internal and external mail, practice software, passwords, desktop shortcuts and useful websites.
- Outline availability of clinical resources, relevant journals and key text books.
- Provide contact details for local specialists and allied health professionals.
- Describe how to use office equipment including telephone systems, fax machine and photocopier.

## Clinical records and patient care

- Ensure a detailed clinical handover has been given to assist the GP. If the usual GP has already left the practice for his/her leave, arrange detailed handover notes of any chronic care patients.
- Outline systems for storage and maintenance of patient records and data.
- Describe the services provided by the practice to the hospital outpatient department, nursing home and aged care facility, including hours and visits required.
- Provide contact details for the ambulance service and palliative care service.
- Outline the allied health services available within the practice and town – See [HealthPathways](#).
- Describe the process for pathology and radiology requests, results and collection.
- Provide information on Workcover and the Department of Veterans' Affairs.

## Workload

- Allow longer appointments for the first day of consulting to allow familiarisation with practice processes and systems.
- Describe the support available from the practice nurse (if available).
- Outline the paperwork responsibilities and the administration assistance available.

## Local information

Where applicable, provide the locum with:

- Details of emergency services including police, hospital, ambulance and fire brigade.
- Information on local business trading hours, location of banks, cafes, hotels, supermarkets and other retail outlets.
- Information relating to places of worship, sporting and social clubs, local tourist attractions and information centres. Locums often like to feel part of the community so any 'what's on' information can really be appreciated.
- A welcome parcel is a great gesture. This might include samples of local wine or produce. Other suggestions are vouchers for local restaurants, local tourist or retail vouchers.

## Accommodation

When providing or arranging accommodation for a locum, new long-term GP or registrar:

- Confirm the arrival time, accommodation arrangements, parking arrangements and key collection.
- For more than three nights, it is preferred to provide self-contained facilities, fully furnished with kitchen and laundry, with linen and towels provided (unless otherwise agreed). If this is not possible, make sure the GP is aware of this before their arrival.
- Within reasonable proximity to the surgery (or transport provided).
- Available for the duration of the placement.
- Provide instructions for the use of household items, eg air conditioning, dishwasher, security system, garbage disposal, garbage collection times.

## Vehicle

If providing a vehicle other than a hire car, it is recommended that the vehicle is:

- Roadworthy;
- Registered;
- Comprehensively insured; and
- Clean.

## Cultural awareness training

It is recommended that medical and health professionals undertake cultural awareness and safety training prior to commencing work in Western Australia.

The resources provided below are designed to develop further understanding of Aboriginal and Torres Strait Islander culture, and how to deliver culturally appropriate healthcare.

### Cultural Wealth Community Health

This publication, developed by Rural Health West, is an introduction to cultural awareness for health professionals working with and caring for Aboriginal and Torres Strait Islanders in Western Australia. In the hope of achieving better health outcomes, the resource raises awareness about mutual respect and cultural understanding which underpins all aspects of the development of strong relationships with Indigenous patients and communities.

The resource is available online here <https://goo.gl/5PjtMC>, or if you prefer a hard copy of the publication please contact Rural Health West for your free copy:

Telephone: 08 6389 4500

Email: [info@ruralhealthwest.com.au](mailto:info@ruralhealthwest.com.au)

Website: [www.ruralhealthwest.com.au](http://www.ruralhealthwest.com.au)

Or download an order form <https://goo.gl/2edxzt>

### Cultural Awareness Training Providers

- Aboriginal Health Council of Western Australia (AHCWA) - <https://www.ahcwa.org.au/>
- Australian Indigenous HealthInfoNet - <https://healthinfonet.ecu.edu.au/key-resources/courses/>
- Cancer Council of Western Australia Aboriginal Cultural Safety in Palliative Care - <https://www.cancerwa.asn.au/>

### Online Cultural Awareness and Safety Training

- WA Country Health Service, Disability Services Commission and Combined Universities Centre for Rural Health - Aboriginal Cultural Orientation Plan for Health Professionals  
<http://lms.wacrh.uwa.edu.au/login/index.php>
- The Royal Australian College of General Practitioners (RACGP) - Aboriginal and Torres Strait Islander Health - <https://www.racgp.org.au/aboriginalhealth>

## Other things to consider

- Does the accommodation have internet access?

- Is there home and contents insurance in place?
- If the locum accommodation offered does not meet the locum's requirements, then the practice may need to find suitable alternative accommodation.
- In circumstances where the host doctor's private residence is offered to accommodate the locum, pets or farm animals belonging to the host doctor should not be the responsibility of the locum without prior agreement. Equally, the host doctor must not be expected to accommodate a locum's animals or pets without prior agreement.
- It is not appropriate for the locum to share the accommodation with any of the host doctor's family during the term of the placement.
- The locum will be responsible for the cost of all meals throughout the term of the placement (unless otherwise arranged by the practice). In circumstances where no cooking facilities are available, and if requested by the locum, practices are encouraged to negotiate with the local hospital to provide access to meals.
- Consider a welcome pack as locums generally arrive in town after most retail outlets have closed. Practices are encouraged to provide a small portion of basic items for the locum at the accommodation, eg toilet paper, tea, coffee, milk, bread, butter, something for supper and breakfast, etc.

## See also

Practice Assist fact sheets and templates:

- Position description – General practitioner
- Medicare start-up pack for a new general practitioner, locum or registrar
- Employment contracts and agreements
- Using a recruitment agency – What to expect
- What to do when a doctor is leaving?