

THE GENERAL PRACTICE LEARNING ENVIRONMENT

Before the Registrar Starts

It is important to plan and prepare your practice before your registrar starts so they feel safe, welcome and ready to start on their first day. The following tables outline what tasks need to be performed, and the supporting resources, from 2-3 months before your new registrar starts through to their fourth week.



2-3 months before

KEY TASKS

- Employment documentation** - Collect evidence of the registrar'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.
- Medicare Provider Number** - Ensure the registrar has applied, via their College, for a Medicare provider number for their placement.
- Medicare documentation** - Download, complete and lodge required Medicare forms.
- PRODA** - Encourage registrar to create a Provider Digital Access (PRODA) account and make the practice a delegate.
- HPOS** - Encourage registrar to create a Health Professional Online Services (HPOS) account.
- PSIS** - Encourage your registrar to create a Prescription Shopping Information Service (PSIS) account.
- AIR** - Encourage your registrar to set up access to the Australian Immunisation Register (AIR) using their HPOS account.
- Workcover** - Set up for Workcover and the Transport Accident Commission (TAC) or other, by State, as necessary.

KEY DOCUMENTS

- [Employment contract](#)
- [National Terms and Conditions for the Employment of Registrars \(NTCER\)](#)
- [Fair Work information statement](#)
- [Superannuation standard choice form](#)
- [Tax File number declaration](#)
- [GP Registrar Position Description template](#)
- Personnel Form (Bank details, next of kin, address, etc.)
- [Online claiming provider agreement \(HW027\)](#)
- [Provider registration for Electronic Funds Transfer payments \(HW029\)](#)
- [Bank account details for Online Claiming \(HW052\)](#)
- [General practitioner 90 day pay doctor cheque scheme \(HW074\)](#)
- [Practice Incentives individual general practitioner, nurse practitioner or health professional details \(IP003\)](#)
- [Practice Incentives change of practice details \(IP005\)](#)
- [General Practitioner Aged Care Access Incentive Payment banking details form \(IP011\)](#)





1 month before

KEY TASKS

- Meeting** - Meet with the registrar to identify strengths and weaknesses, learning and personal needs/ adjustments, before arrival.
- IT** - Ensure appropriate IT infrastructure has been ordered / is available, setup the registrar with logins, passwords, email.
- Practice medical software** - Setup the registrar in your practice's medical software program, including an appointment book, ensure you have the registrar's health identifier number.
- Electronic services** - Ensure the registrar is registered to certain electronic services such as Safescript (in Victoria), eRx, etc. and access to pathology and radiology providers so that electronic results can get back to the practice.
- Translation services** - Ensure the registrar is registered for access to the Free Interpreting Service from the Department of Home Affairs.
- Registrar profile** - Obtain the registrar's biography and a photo so that it can be put up on the practice's website.
- Practice communications** - Add new registrar to staff list, emergency response plan. Include Include in practice handbook should one be available.
- Rostering** - Complete roster. Discuss roster with registrar. Ensure there is in-practice formal structured teaching, send roster early to registrar - especially if working a Saturday etc.
- Hospital** - Arrange admitting rights and emergency department credentialing to the local hospital(s) if required. Prepare information on retrieval processes and preparations.
- Accommodation** - Consider accommodation arrangements (if applicable).



1 week before

KEY TASKS

- Orientation pack/folder** - Put together for the registrar.
- Bullying and harassment** - Provide all relevant policies to the registrar prior to their arrival, and then to ensure understanding, have the registrar complete a pre-work bullying and harassment questionnaire form.
- Consulting room** - Ensure appropriately equipped.
- Patient booking** - Make sure the registrar's profile is available on any public/online booking system so that patients can actually book in to see the registrar.

KEY DOCUMENTS

- Orientation Folder Contents Checklist
- Bullying and Harassment questionnaire form




Day 1
KEY TASKS

- Orientation checklist** - Tick off things that have been completed, arrange and schedule further orientation for remaining items over the coming days / week.
- Practice tour and introductions** - Conduct a tour of the practice, advise on building access, parking, lunch arrangements, introduce to other practice staff
- Work health and safety** - Go over key health and safety issues including the use of duress alarms, fire escapes, toilets, kitchen, first aid kits, defib location, etc.
- Consulting room** - Show registrar to their consulting room and allow time for familiarisation with the room, computer, etc.
- Medical software** - Make sure the registrar has access to training links for the medical software and establish and plan/schedule for the registrar to go through and complete all appropriate training/s so they start to become familiar with the software.

KEY DOCUMENTS

- [Orientation Checklist](#)


By week 4
KEY TASKS

- Plan learning** - Discuss your registrar's learning needs and help them plan; develop a supervision and teaching plan.
- High risk consultations** - Conduct a risk assessment of the registrar's ability to deal with consultations known to be high risk, identify a clear '[Call for Help](#)' list.
- Local services** - visit local services and facilities such as pharmacy, pathology, radiology, physiotherapy.
- Hospital** - Have the registrar attend an orientation to the local hospital including outpatients, accident and emergency and theatre, if appropriate.
- Treatment room** - Arrange a session with the practice nurse and familiarisation with the treatment room and equipment.
- Observation** - The supervisor should observe the registrar's consulting skills by sitting in for a few sessions.
- Consultations** - Increase the number of consultations per hour according to the registrar's ability and level of comfort.
- Employment supervision and pastoral care** - Hold a first meeting using the recommended template. Discuss the format and schedule of the meeting, and what it seeks to achieve. Aim to have one of these meetings every month.
- Patient billing** - Ensure the registrar understands how patient billing works. Understanding how to bill requires dedicated time early on.
- Registrar payslip** - Go over a payslip with the registrar. Discuss how things were calculated, what each parts of the payslip mean, and discuss the difference between billings and receipts.

KEY DOCUMENTS

- [GPSA Planning Learning Guide](#)
- [GPSA Registrar 4R Learning Needs Self-Assessment Tool](#)
- [GPSA Practice-based Teaching Guide](#)
- [GPSA Teaching Plans](#)
- [GPSA Random Case Analysis Template](#)
- [GPSA 'Call for Help' List](#)
- [GPSA Monthly Meeting and Pastoral Care discussion template](#)
- [GPSA Guide to Giving Effective Feedback](#)
- [GPSA Guide to Bullying and Harassment: Pursuing Zero Tolerance](#)

