

# Induction Manual

Last updated

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# Doctors on Riccarton

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# Doctors on Riccarton

## 1. WELCOME

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Welcome to Doctors on Riccarton. We hope your time with us will be an enjoyable, challenging and rewarding experience.

The success of our Medical Practice and its employees depends on our ability to meet our patients' expectations of quality service. We know this is not always easy so we aim to ensure we give recognition to those who commit themselves to this goal.

Doctors on Riccarton operates as a team according to a few important ground rules and principles. It is important that you understand these. This Staff Handbook will tell you about working with us. Your understanding of its contents will enhance your time with us, helps maintain a pleasant work environment and allows for good working relationships to be established with all other team members.

Thus, it is important to read this Handbook and make sure you understand all its requirements and instructions, and to sign to that effect. If you have any questions please feel free to ask the Practice Manager.

We look forward to your contribution to our team.



## Doctors on Riccarton

### 2. PRACTICE PHILOSOPHY

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- Our Purpose** - To provide satisfying and rewarding employment for all Practitioners and Team Members whilst observing the mission and values of the Practice.
- Our Mission** - To provide excellence in comprehensive family medical care from pre-birth to aged care in a professional, patient focused and caring environment.
- To embed a culture of continuous quality improvement within the Practice Team in order to continuously improve Primary Health Care Services delivered to patients and the community.
- Our Values**
- We are committed to recognising the diversity of our patients and strive for equity in their care.
  - The physical and mental wellbeing of every patient and staff member is the primary focus for everything we do.
  - We maintain the highest standards of best practice for medical, ethical and patient care.
  - We show respect for patients, team members and the community at large.
  - We care for the environment in which we work.
  - We strive for excellence in everything we do.
  - We value people who share our values.
- Our Vision** - To be recognised by others as the benchmark for Family Medical practices in New Zealand.

### 3. LEADERSHIP TEAM

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Directors                      Dr Colin Chin  
   Dr Adrienne Chin  
   Marina Chin

**Governance Team:**

Clinical Director              Dr Colin Chin

Practice Manager              Marina Chin

Assistant Practice  
Manager                          Baoling Zhang

Nurse Co-ordinator            Lynne Doubleday RN

Nurse Prescriber               Vivian Huang RN



#### 4. PRACTICE HOURS

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The practice hours are:

Mondays to Fridays 8am to 6pm

Saturdays 9am to 5pm

There is a 1 hour break from appointments between 1pm and 2pm

#### 5. PRACTICE MEETINGS

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Staff general meetings - Tuesdays 1.30pm

Alternating between 1<sup>st</sup> week – clinical meeting, 2<sup>nd</sup> week – all staff

Doctors' meetings - Thursdays 1.30pm

To be attended by all doctors

Nurse meetings - Tuesdays 1.00pm

To be attended by all nurses

Receptionist/Administrative meetings – Thursdays 1.30pm

To be attended by receptionists, administrators and managers

Governance meetings – monthly





### 7. POLICIES AND PROCEDURES

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Our work is guided by our Policies and Procedures. Copies of these policies can be found on our Doctors on Riccarton website in the Staff Login area. These are live documents and are regularly updated e.g. due to new legislation/regulations and requirements.

It is your responsibility to familiarise yourself with these documents.

### 8. TRAINING

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We embed a culture of continuous quality improvement within the Practice Team in order to continuously improve Primary Health Care Services to patients and the community.

Training can be:

- in-house
- provided by external providers

Some training is a requirement of the job. These include

- Continuing Professional Development for clinicians
- CPR for clinicians
- Recognising a Medical Emergency for non-clinician
- Training to meet the requirements of Practice Accreditation for the RNZCGP Foundation and Cornerstone Standards such as
  - Te Tiriti o Waitangi
  - Cultural Competency
  - The Health and Disability Code of Consumers' Rights
  - Privacy and Health Information Privacy
  - Health and Safety

If you identify an area that you feel you require further training or an area of interest that would broaden the services that the practice provides, in the first instance speak with the senior team member or the Practice Manager.

### 9. WHO TO GO TO IF YOU NEED ASSISTANCE

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In the first instance go to a senior team member or the Practice Manager



## Doctors on Riccarton

### 10. USEFUL PHONE NUMBERS

Doctors on Riccarton	<b>348 8989 (main line – line 2)</b> 348 1703 (line 1) 348 2146 (line 3) 348 0179 (line 4 – for ringing out only) 348 0176 (line 5 – for ringing out only) 348 8618 (fax)
Dr Colin Chin	021 98 8989
Staff contact details	To be emailed to all staff for emergencies
Internal extension numbers	Indicated on the reception and administration phones
Pharmacies	In pharmacies folder at reception
Health providers and other external parties	In Indici PMS “Address Book”
Pegasus 24 Hour Surgery (After Hours)	365 7777 Address: 401 Madras Street, City
Pegasus IT support	353 9990 ext 1 (Medtech 32 software) 353 9990 ext 2 (computer hardware + equipment + network)
Electrician – Miles Electrical (Phil Miles)	<b>Phone:</b> 021 0523 548 <b>Address:</b> Kaiapoi, Christchurch 8042
Plumber – Hunter Plumbing (Andrew Hunter)	Mob 021 268 6282 Email: hunterplumbing@ymail.com





## Doctors on Riccarton

### 11. MAIN SERVICE PROVIDERS

Service	Service Provider	Address	Phone
Laboratory	Southern Community Laboratories – Private		0800 101 444 or 03 359 0900
	Canterbury Health Laboratories - Public		
Radiology	Pacific Radiology Group (PRG)		355 6084 (Results / After Hours)
- read our Xrays	Wigram PRG		365 7427
Midwives /LMCs	Canterbury midwives can be found by searching <a href="https://www.findyourmidwife.co.nz/midwives/canterbury">https://www.findyourmidwife.co.nz/midwives/canterbury</a>		
Physiotherapy	You First Riccarton	187 Riccarton Rd (next door)	348 5359
	Elite	309 Riccarton Rd	348 9036
	Tower Junction Physio	109 Clarence St, Riccarton, Christchurch 8011	343 4345
	In Touch Hand Therapy	212 Main S Rd, Hornby, Christchurch 8042	349 3388
Interpreters	Interpreting NZ	<a href="http://www.interpret.org.nz/">http://www.interpret.org.nz/</a>	0508 468 377
Hearing/Speech Impaired	NZ Relay (online/phone messaging service)	<a href="http://www.nzrelay.co.nz">http://www.nzrelay.co.nz</a>	
Nearest Pharmacies	Remedy Pharmacy	107 Wainui St (next door)	03 925 9963
	Life Pharmacy	Grnd Flr, Westfields Mall	348 9723
	Radius, Riccarton Clinic	6 Yaldhurst Rd, U Riccarton	341 4855
	Radius, Tower Junction	Unit 7 Tower Junction	348 5544



## Doctors on Riccarton

### 12. INVOICING

A patient is invoiced after a consultation with a doctor and/or nurse, or if they have had an Xray. Each patient is given an invoice slip (also “chit” or “chitty”) which the patient hands to a receptionist for invoicing.

For invoicing, familiarise yourself with the:

- Invoice slip
- Standard Patient Charges
- ACC procedure codes and Xray codes
- Other Patient Charges
- Travel vaccination charges and codes
- Ministry of Health (MoH) eligibility guide for non-residents <http://www.moh.govt.nz/eligibility>

Code	Definitions / Comments
Capitation <ul style="list-style-type: none"> <li>• Registered</li> <li>• Enrolled</li> <li>• Funded</li> </ul>	Patients who are enrolled and funded, are “bulk funded” ie we get a set amount of funding for each patient.  We are funded on a monthly basis with funding periods from  Once a person turns 18, they have to sign their own enrolment form if their previous form was signed by a parent. Patients can start signing enrolment forms from 16 years old.
Casual GMS <ul style="list-style-type: none"> <li>• A</li> <li>• J</li> <li>• C</li> <li>• Y</li> <li>• 1</li> <li>• 3</li> <li>• Z</li> <li>• A1, J1, Y1</li> <li>• A3, J3, Y3</li> </ul>	General Medical Subsidy for NZ casual patients, visitors. It is paid on a “fee for service” basis.  Adult - 18 and over (non-dependents) Junior – 4-17 yrs Child – 6-13 years Young – under 6 years Community Services Card (CSC) holder No community services card
NSS	Non-subsidised service, usually non-residents / non NZers
ACC (injuries) <ul style="list-style-type: none"> <li>• CACC, CACCY1, CACCY3</li> <li>• AGPN</li> <li>• Procedure codes</li> <li>• Xray codes</li> </ul>	Accident Compensation Corporation, ACC is an acronym for accidents or injuries. All patients, including Non NZers receive a subsidy for an ACC consultation. But there is a surcharge.
Other Charges AEGT Rx DP Mate FV	Aegrotat Prescription Depo injection Materials



## Doctors on Riccarton

	Chargeable flu vaccines (see immunisations for eligibility for free vaccines)
Maternity - NZ residents	Free for eligible New Zealanders in First Trimester only (usually one off visit)
Maternity - Non NZ residents <ul style="list-style-type: none"> <li>NSS</li> <li>NSS-ATOP</li> </ul>	<ul style="list-style-type: none"> <li>Standard NSS charges for maternity consults, Usually lab charges involved as well for swabs, bloods</li> </ul>
Immunisations <ul style="list-style-type: none"> <li>Childhood</li> <li>Flu vaccines for chronic conditions</li> <li>Gardasil</li> </ul>	<p>Free for patients. Invoiced by nurses through clinical notes</p> <ul style="list-style-type: none"> <li>6 wks, 3 mths, 5 mths, 15 mths, 4 yrs, 11 yrs</li> <li>free during "flu season" cardiovascular, respiratory (eg asthmatic on preventer), diabetes, malignancy, other (eg immuno-suppressed), over 65 years, pregnant</li> <li>preventing cervical cancer, between 9 and 26 yrs</li> </ul>
Lab	<p>Laboratory charges for non-subsidised patients. Lab charges are not subsidised for:</p> <ul style="list-style-type: none"> <li>non NZ residents</li> <li>immigration medicals</li> <li>employment/pre-employment medicals</li> <li>pre-placement medicals for students</li> <li>health insurance medicals</li> <li>patient request screening eg blood groups, no clinical need</li> </ul>
Xrays <ul style="list-style-type: none"> <li>ACC Xray codes (start with an R eg RA30 -ankle)</li> <li>XRAYIM</li> <li>XRAYO</li> </ul>	<p>There are 3 types of codes Xrays for invoicing, those done for:</p> <ul style="list-style-type: none"> <li>ACC purposes</li> <li>Immigration medicals</li> <li>Other Xrays eg for degenerative conditions</li> </ul>
e-Portal Funding	<ul style="list-style-type: none"> <li>Covid-19 Management</li> <li>Acute Demand</li> <li>SIA (Services to Improve Access)</li> <li>&lt;14-17 yrs sexual health</li> <li>Under 14 years after hours</li> <li>ELC (End of Life Care)</li> <li>Canterbury Initiative</li> </ul> <p>etc</p>
Other funding EC PEG DAR	<ul style="list-style-type: none"> <li>Enhanced Capitation</li> <li>Pegasus Diabetes</li> </ul>



## Doctors on Riccarton

### 13. SERVICE INFORMATION

1. Fees – See Doctors on Riccarton website / room noticeboards
2. Invoice Slip

<b>Name:</b>						<b>DR:</b>
Chart No:						
						<b>Fee</b>
<b>ACC:</b>	CACC	AGPN	NACC	Accred Employer		
	Procedure Code:					
<b>Xray:</b>	ACC: \$50		Non ACC: \$130/\$110			
<b>GMS:</b>	C	NSS				
<b>Other</b>	SH 14-17 yrs		EC (Enhanced Capitation)			
<b>Funding:</b>	Acute		Access(SIA)		Other	
<b>Mat:</b>	1AN	2AN	3AN	LMC	ATOP	
	PNM		TMIS		MISC	
<b>Other:</b>	LiqN2	FV	RX	Mate	Meds	
	Drive Med	Travel Cons		Emp Med		
<b>Nurse:</b>	N	SPEC		Translate	\$27	
<b>Smears:</b>	\$57 (25yrs & o)		\$47 (24yrs & u)			
<b>Non</b>	IMMX	\$525		IMMLTDX	\$390	
<b>Resident:</b>	IMMNoX	\$370		IMMLTDNoX	\$235	
	IMMU15X	\$310		XRAYIM	\$175	
	IMMU15NoX	\$155		Weekend	\$50	
	F/U Immigration		\$	Lab Fees	\$	
	NSS-ATOP	\$175		Lab fees Std ATOP		
	Translate	\$27				
<b>Weekend Surcharge</b>		\$10				
Cash	Eftpos	Defer			<b>TOTAL</b>	
Transfer of Notes		<input type="checkbox"/>	12mth receipt		<input type="checkbox"/>	
Follow Up:	Dr/Nurse	<input type="checkbox"/>	Days	<input type="checkbox"/>	Weeks	



## 13. INDUCTION CHECKLIST

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### ALL STAFF

Name: \_\_\_\_\_ Start Date: \_\_\_\_\_

#### Organisation

- Introductions
- How the induction programme will work and over what period of time
- Overview of the practice and communication lines
- Organisational philosophy
- Tour of premises – identifying location of amenities, evacuation exits, fire extinguishers etc, office equipment and medical emergency equipment.

#### Policies and Procedures

- Refer to Staff area of Doctors on Riccarton website
- Confidentiality of business and patient information
- Procedure for invoicing patients

#### Employment Terms and Conditions

- Payment for services information and form filling
  - IRD 330 (if applicable)
  - Kiwisaver (if applicable)
  - Bank account details
  - Set up Bill Payee in bank account
  - Timesheet
- Hours of work
- Reporting in sick
- Timekeeping and time management
- Overtime policy
- Dress standards – uniforms
- Name Badges

#### Health and Safety

- Vaccinations
  - Hepatitis B (if required)
  - Flu Vaccination
  - Covid-19 Vaccination
- Alarm Panel
- Fire Evacuation – Exits, Assembly Point, Extinguisher etc
- Read the Health and Safety Manual and signed the acknowledgement
- Location, and maintenance of emergency equipment

#### Job Requirements

- Daily and weekly routines
- Identify any areas that GP will require assistance in
- Familiarisation with PMS system
- Specific task training (separate list)
- Equipment location and training (separate list)
- Who to go to for assistance
- Who you report to and what is expected



## Doctors on Riccarton

### Setups / Notifications

- Indici PMS access
- Access to DOR website
- Pegasus Change in Practice Details online form  
<https://forms.office.com/pages/responsepage.aspx?id=eKvhPIMH20KNq5vxsHsrGtVCeE95modGpZUVPORsNT1UOTJaVFRTMFIDNk41SjhXREI4ODY3QkdKNS4u>
- SRPHC and HealthOne Access Deed and Application and request webmail address  
<https://access.srphc.health.nz/>
- NZ Police Vetting Request and Consent Form – online  
<https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service>
- eMedical setup and access <https://www.emedical.immi.gov.au/eMedUI/eMedical>  
Doctors need to be empanelled – email [INZ-healthsupport@mbie.govt.nz](mailto:INZ-healthsupport@mbie.govt.nz) with form AND letter of offer.

### Software Training

- Indici PMS
- Doctors on Riccarton website
- CIR Covid vaccination (if applicable)
- Healthpathways (if applicable)
- Pegasus World
- Smartly Payroll (if applicable)
- Smartly Payroll App (if applicable)
- Xero (if applicable)

Induction process complete.

Signature: \_\_\_\_\_  
(Employee)

Signature: \_\_\_\_\_  
(Employer)

Date: \_\_\_\_\_

Date: \_\_\_\_\_



## Doctors on Riccarton

### DOCTORS

- Annual Practising Certificate
- Indemnity Insurance
- Locum Doctors: Notify [DunedinAASupport@moh.govt.nz](mailto:DunedinAASupport@moh.govt.nz) of doctor to be added to Practice Payee no. 711042 (for locum doctors) and Maternity Agreement no. 338558, attach APC
- ACC Registration for subsidies – ACC24 Form  
<https://www.acc.co.nz/register-as-an-acc-health-provider/>
- Pacific Radiology Group Referrers Contact Details Form – email notification
- Pacific Radiology Group PACs agreement (to access Xray reports online) – email notification
- Southern Community laboratories notification  
<https://www.canterburyscl.co.nz/for-referrers/>
- Canterbury Health Labs (ph 364 0300 main operator)
- NIR Authorised User Agreement – email [nircanterbury@cdhb.govt.nz](mailto:nircanterbury@cdhb.govt.nz)
- BPAC access

### Policies and Procedures

Cold Chain  
Incident Reporting  
Medical Emergencies

### PRACTICE NURSE

- Annual Practising Certificate
- Indemnity Insurance
- New Nurse Notification Form  
<https://forms.office.com/pages/responsepage.aspx?id=eKvhPIMH20KNq5vxsHsrGtVCeE95modGpZUVPORsNT1UM0RYRURWME9CR0VKSEtDQTIBMzBWTExWVY4u>
- ACC Registration for subsidies – ACC24 Form  
<https://www.acc.co.nz/register-as-an-acc-health-provider/>
- NIR Authorised User Agreement– email [nircanterbury@cdhb.govt.nz](mailto:nircanterbury@cdhb.govt.nz)
- BPAC access

### Policies and Procedures

Cold Chain  
Incident Reporting  
Medical Emergencies



## Doctors on Riccarton

### MEDICAL RADIATION TECHNOLOGISTS

- Apply for radiation monitoring badge with ESR

### PRACTICE MANAGER, ADMINISTRATOR, MEDICAL RECEPTIONIST

#### Policies and Procedures

Incident Reporting

Medical Emergencies

### 14. PRACTICE MANAGER – CHECKLIST FOR NEW STAFF

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#### For all Staff

- Enter details in Indici PMS
- Update staff details on Doctors on Riccarton website

#### For Doctors

- Stamp
- Business card
- Add Letterhead/Signature in PMS
- Name Plates
- Door Signage

#### For Nurses/MRTs

- Business card
- Name Badges
- Uniform

#### For Receptionists/Admin

- Name Badges
- Uniform