

Induction Manual

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Doctors on Riccarton

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Doctors on Riccarton

1. WELCOME

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 (DOR) 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.

You can also visit our website for more information about the Practice's team members, services provided by our Practice and policies and procedures:

<http://www.doctorsonriccarton.co.nz/>

Go to the Staff Login area (for which you will be given password access)



Doctors on Riccarton

2. PRACTICE PHILOSOPHY

- 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

Directors:

- Dr Colin Chin
- Dr Adrienne Chin
- Marina Chin

Management:

Practice Manager Marina Chin
Assistant Practice Manager Baoling Zhang

Governance Team:

Clinical Director Dr Colin Chin
Practice Manager Marina Chin
Nurse Co-ordinator Lynne Doubleday RN
Nurse Practitioner Intern Vivian Huang RN
Head Receptionist Jennifer Cheng



4. PRACTICE HOURS

The practice hours are:

Mondays to Fridays 8am to 6pm

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

For security and safety reasons, staff are not to enter the premises or remain on the premises outside of these hours unless agreed to by management. No staff member should remain on the premises alone, but if this is unavoidable, all external doors must be locked.

If paperwork is required to be completed, this can be done online at home as long all Privacy, Security and Health and Safety guidelines are followed.

5. PRACTICE MEETINGS

Staff general meetings - Tuesdays 1.30pm

Alternating between 1st week – clinical meeting, 2nd 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

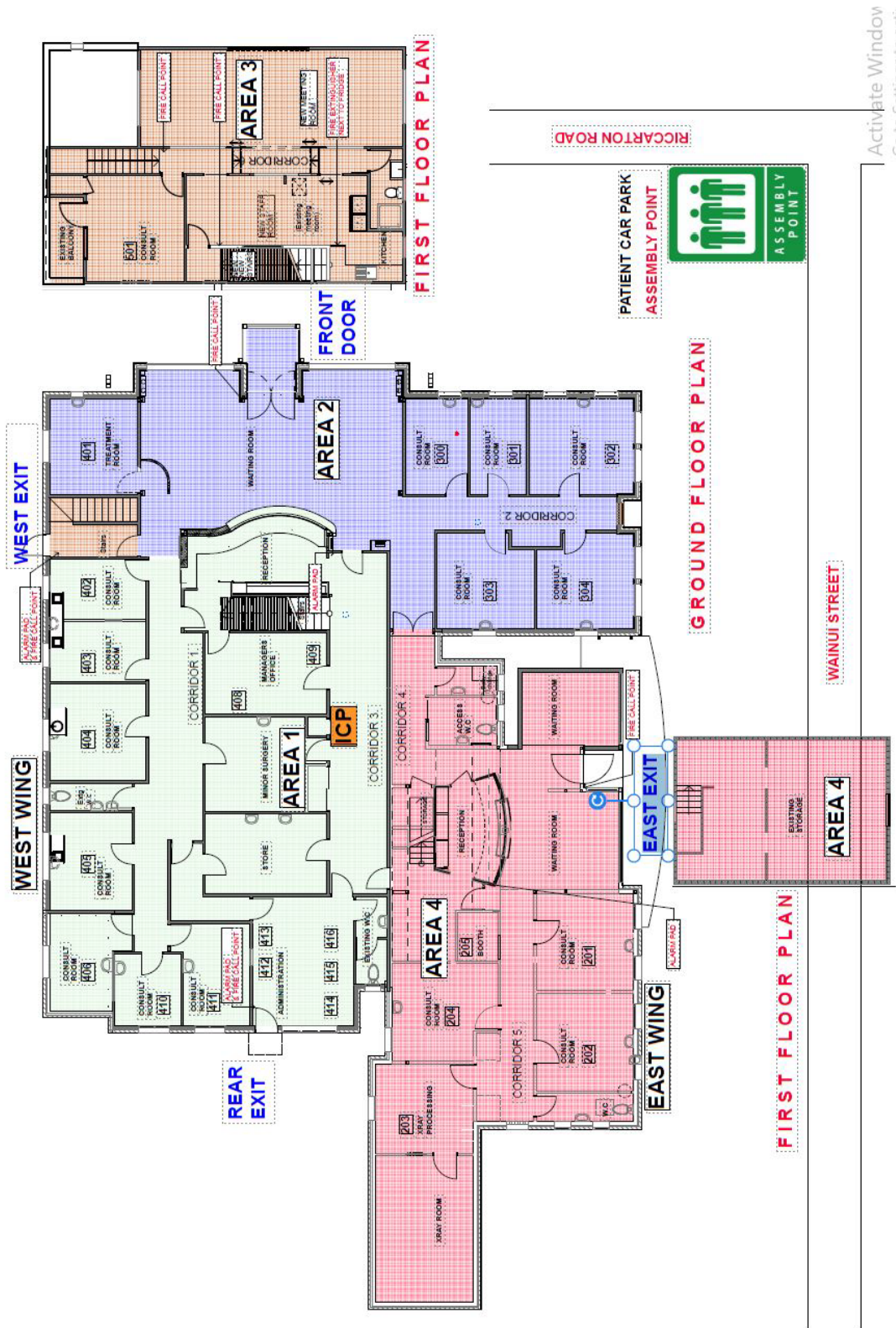
Receptionist/Administrative meetings – Thursdays 1.30pm

To be attended by receptionists, administrators and managers

Governance meetings – 3 monthly



6. PRACTICE LAYOUT



Activate Window
Go to Settings to acti



7. POLICIES AND PROCEDURES

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.

There is a no smoking policy in place on the premises of Doctors on Riccarton.

8. TRAINING

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

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



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10. USEFUL CONTACTS

Doctors on Riccarton	348 8989 (main line – line 2) 348 1703 (line 1) 348 2146 (line 3) 348 0179 (line 4 – for ringing out only) 348 0176 (line 5 – for ringing out only)
Dr Colin Chin	021 98 8989
Mass DOR staff communication	Currently using Facebook Messenger (with adherence to patient privacy policy)
Internal extension numbers	Indicated on the reception and administration phones
Pharmacies	In pharmacies folder at reception and online
Health providers and other external parties	In Indici PMS “Address Book”, this is connected to the Healthpoint database
Pegasus 24 Hour Surgery (After Hours)	365 7777 Address: 401 Madras Street, City
Pegasus IT support	353 9990
Electrician – Miles Electrical (Phil Miles)	Phone: 021 0523 548 Address: Kaiapoi, Christchurch 8042
Plumber – Hunter Plumbing (Andrew Hunter)	Mob 021 268 6282 Email: hunterplumbing@ymail.com



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11. MAIN SERVICE PROVIDERS

Service	Service Provider	Address	Phone	
Laboratory	Awanui Laboratories (Canterbury) - Private		0800 101 444 or 03 359 0900	Cscl.enquiries@awanuilabs.co.nz
	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 https://www.findyourmidwife.co.nz/midwives/canterbury			
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	http://www.interpret.org.nz/	0508 468 377	
Hearing/Speech Impaired	NZ Relay (online/phone messaging service)	http://www.nzrelay.co.nz		
Nearest Pharmacies	Remedy Pharmacy	105 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	



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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 (see page 12)
- 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">• Registered• Enrolled• Funded	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. 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">• A• J• C• Y• 1• 3• Z• A1, J1, Y1• A3, J3, Y3	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">• CACC, CACCY1, CACCY3• AGPN• Procedure codes• Xray codes	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 Chargeable flu vaccines (see immunisations for eligibility for free vaccines)



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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"> NSS NSS-ATOP 	<ul style="list-style-type: none"> Standard NSS charges for maternity consults, Usually lab charges involved as well for swabs, bloods
Immunisations <ul style="list-style-type: none"> Childhood Flu vaccines for chronic conditions Gardasil 	<p>Free for patients. Invoiced by nurses through clinical notes</p> <ul style="list-style-type: none"> 6 wks, 3 mths, 5 mths, 12 mths, 15 mths, 4 yrs, 11 yrs free during “flu season” cardiovascular, respiratory (eg asthmatic on preventer), diabetes, malignancy, other (eg immuno-suppressed), over 65 years, pregnant preventing cervical cancer, between 9 and 26 yrs
Lab	<p>Laboratory charges for non-subsidised patients. Lab charges are not subsidised for:</p> <ul style="list-style-type: none"> non NZ residents immigration medicals employment/pre-employment medicals pre-placement medicals for students health insurance medicals patient request screening eg blood groups, no clinical need
Xrays <ul style="list-style-type: none"> ACC Xray codes (start with an R eg RA30 -ankle) XRAYIM XRAYO 	<p>There are 3 types of codes Xrays for invoicing, those done for:</p> <ul style="list-style-type: none"> ACC purposes Immigration medicals Other Xrays eg for degenerative conditions
e-Portal Funding	<ul style="list-style-type: none"> Acute Demand SIA (Services to Improve Access) <14-17 yrs sexual health Under 14 years after hours ELC (End of Life Care) Canterbury Initiatives Covid-19 Management
Other funding EC PEG DAR	<ul style="list-style-type: none"> Enhanced Capitation Pegasus Diabetes



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13. SERVICE INFORMATION

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

Name:						DR:	
Chart No:							
						Fee	
ACC:	CACC	AGPN	NACC	Accred Employer			
	Procedure Code:						
Xray:	ACC:		Non ACC:				
GMS:	C	NSS	EM (Emplymnt Med)				
Other	SH 14-17 yrs		EC (Enhanced Capitation)				
Funding:	Acute		Access(SIA)	Other			
Mat:	1AN	2AN	3AN	LMC	ATOP		
	PNM		TMIS		MISC		
Other:	LiqN2	FV	RX	Mate	Meds		
	Drive Med	Travel Cons		Emp Med			
Nurse:	N	SPEC		Cx Smears (\$57)			
HPV:	\$40 unfunded			Free (if eligible)			
Non Resident:	IMMX	\$550	IMMLTDX		\$395		
	IMMNoX	\$390	IMMLTDNoX		\$235		
	IMMU15X	\$315	XRAYIM		\$180		
	IMMU15NoX	\$155	Weekend		\$50		
	F/U Immigration		\$	Lab Fees		\$	
	NSS-ATOP		\$175	Lab fees Std ATOP			
	Translate		\$33				
Weekend Surcharge		\$10					
Cash	Eftpos	Defer			TOTAL		
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

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.
- Security and Access

Policies and Procedures

- Refer to Staff area of Doctors on Riccarton website
- Confidentiality of business and patient information. Sign Confidentiality Agreement.
- 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
- Location and use of Personal Protective Equipment (PPE)

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



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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 with form AND letter of offer.

Software Training

- Indici PMS
- Doctors on Riccarton website
- 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: _____



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DOCTORS

- Annual Practising Certificate
- Indemnity Insurance
- Notify Pegasus
- ACC Registration for subsidies – ACC24 Form
<https://www.acc.co.nz/register-as-an-acc-health-provider/>
- Pacific Radiology Group Referrers Contact Details Form and PACs agreement (to access Xray reports online) – online notification
<https://pacificradiology.com/referrers/application-privacy-form>
- Southern Community laboratories notification
<https://www.canterburyscl.co.nz/for-referrers/>
- Canterbury Health Labs (ph 364 0300 main operator)
email: lucy.gunstone@cdhb.health.nz with NZMC No, Personal CPN HPI, Practice HPI
- BPAC access

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/>
- BPAC access

MEDICAL RADIATION TECHNOLOGISTS

- Apply for radiation monitoring badge with ESR

PRACTICE MANAGER, ADMINISTRATOR, MEDICAL RECEPTIONIST

- Daily and weekly routines



14. PRACTICE MANAGER – TO DO LIST FOR NEW STAFF

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