

Principles	Consideration	Action	Date
Policies	Are new staff members provided with a staff induction, checklist and record?		
	Who is responsible for ensuring the non-clinical staff are inducted or orientated to the practice?		
	Who is the practice team member with primary responsibility for coordinating triage training for non-clinical staff?		
	Are your non-clinical staff aware of practice policies relating to privacy and confidentiality, accessing interpreters and communicating with patients with special needs?		
	Do your non-clinical staff know the patient identification process and the three approved patient identifiers?		
Triage	Are your non-clinical staff able to locate the practice policy and procedures for identifying patients with urgent medical matters and describe the procedures for seeking urgent medical assistance from a clinical member of staff?		
	Do your non-clinical staff know where to find the practice triage protocol which clearly outlines the steps of the triage process?		
Communication	How are appointments managed by your non-clinical staff- are there enough reserve/urgent appointments made available each day?		
	Have you checked your telephone answering machine message to maintain accuracy and clarity of information?		
	Are all staff aware of the most effective way to leave messages for practice staff, and ensure that the message was acted upon?		
	Do your reception staff have a 'script' or protocol for answering the phone, and ascertaining whether to put consumer on hold?		
Cross infection/Hygiene	Do non-clinical staff have an understanding about the principles of infection control?		
	Do non-clinical staff have an understanding for the management of blood & body spills?		
	Have all non-clinical staff performed hand hygiene online module, or participated in hand hygiene practicals within the practice? http://www.hha.org.au/learningpackage/olp-home.aspx		
	Is there a designated isolation room known to non-clinical staff?		
Resources/Staff development	Have your non-clinical staff attended the BeWare Heart Foundation online module?		
	Do all non-clinical staff have access to inservices, practice meetings and opportunities to offer suggestions to improve practice systems?		
	Have your non-clinical staff attended CPR training within the last three years?		
	Have your non-clinical staff been updated with clinical software upgrades or shortcuts?		