

Administration team (Admin team) members play a vital role in the primary care team.

This QulK Step includes important skills and capabilities to ensure new Admin team members have confidence in their skills and ability to carry out their role functions which support the operation of the business and the clinical team.

### 1. Access

*You will need access to the following professional and patient information to carry out your role.*

- Your practice's policy and procedure manual and code of conduct
- Your practice's electronic medical record platforms which contain the appointment calendar, waiting room functions, recall and reminder systems

*Dependent on your role in the team you may also require access to:*

- Your practice's billing software
- [Health Professionals Online Services \(HPOS\) for MBS items online checker](#)
- [Services Australia](#)
- [Pen CS CAT4 software](#) to understand your practice population data

*On these platforms your access level will be set by your manager. You may be delegated to act for other practice staff as appropriate to your role within the practice.*

### 2. Knowledge

*Understand primary care and the needs of the people attending your practice  
You should learn about the practice's local population in your role orientation program, to understand their needs. This will include:*

- The patients' cultural needs to ensure they are considered and respected so you can work to provide culturally safe services.
- Capital Health Network's (CHN) [Aboriginal and Torres Strait Islander Health Toolkit for General Practices](#) is a useful resource.
- Understanding the practice population will also assist you to support the people within your practice with their referrals and to navigate the health system.

### **Understand your role in the smooth running of the practice.**

Your practice's policy and procedure manual will guide your actions and behaviours to ensure safety for all staff and patients.

Ensure you are following your practice's code of conduct, privacy and confidentiality, communication, collection and storage of information and workplace health and safety policies.

Learn about the services offered by GPs and other health professionals in the practice.

### **Role specific responsibilities**

Admin team members have a range of roles which support the clinical team. Discuss your position description with your manager at your orientation and performance reviews, and ensure you understand the expectations of your role. Your role may involve supporting daily practice routines including security, clinic rooms set up and close down procedures and providing cover for other team members alongside more specific tasks.

### **Understand your confidentiality and privacy responsibilities**

Your practice's privacy policy guides all staff on how to handle patient and staff information safely under local and Australian law. This is outlined in the Royal Australian College of General Practitioner's (RACGP) - [Privacy and managing health information in general practice](#).

### **Understand your workplace health and safety obligations**

Infection prevention and control: You should participate in training and competency assessment covering key areas of infection prevention and control including these processes outlined in:

[RACGP/Australian Primary Health Care Nurses Association \(APNA\) Infection prevention and control guidelines](#)

Australian Commission on Safety and Quality in Health Care (ACSQHC) - [Infection prevention and control eLearning modules](#)

ACSQHC - [Hand hygiene online training eLearning module](#)

Your manager will inform you of your risks of exposure to infection, your obligations for immunisation and reporting of infectious diseases.

Cardiopulmonary Resuscitation (CPR) you will attend training at least once every 3 years to comply with [RACGP Standard 8](#)

### **Understand Medicare**

Admin team members should learn about [Medicare](#) and the [Medical Benefits Schedule](#) (MBS).

Use the [MBS items online checker in HPOS](#) and [MBS online](#) to check patients' MBS history and eligibility for services, and ensure accurate billing occurs

This is particularly important for patients who require ongoing planned care for [Chronic Disease GP Management Plans \(GPMP\)](#) and [Team Care Arrangements \(TCA\)](#) and [GP Mental Health Treatment Plans](#)

### **Understand digital health platforms**

You should learn about digital health platforms and systems to access, store and transfer information.

[My Health Record](#) to support the practice and patients to access and use their health information

The use of essential digital health systems, [electronic prescribing](#), [eRequesting](#), [electronic referrals](#), telehealth and cyber security are outlined in CHN's [Digital Health QulK Steps](#)

[CHN's Digital Health Team](#) provide support and advice to general practice

[Digital Health Record \(DHR\)](#) records interactions between a person and the ACT public health services to enable easier patients and staff access to their information

### **Understand general practice accreditation and quality improvement**

General practices are accredited against the [RACGP Standards for general practice 5th edition](#). [ACSQHC's National Safety and Quality Primary and Community Healthcare Standards](#) provide the framework to deliver safe and high-quality health care. Your practice may work with CHN on quality improvement activities involving all team members. Your manager will discuss your input in the projects across the many areas of the practice.

## 3. Skills

Discuss your position description and role specific responsibilities with your manager, you may require training and support to gain skills for key areas to carry out your role. You will gain skills in:

Customer service using culturally safe communication to provide person centred care

Safe use of patient information following the practice's privacy and confidentiality policy

- Safe patient identification using three forms of identification. [RACGP - Criterion C6.1 – Patient identification](#)
- Identification of Aboriginal and Torres Strait Islander people using RACGP's recommended wording. [RACGP - Identification of Aboriginal and Torres Strait Islander people in Australian general practice](#)
- You will learn to use the practice software to schedule and update patient appointments and clinic visit status, as well as arranging other services and accepting patient payments
- Identifying and managing incidents of patient aggression using the [RACGP guideline](#)

### **Communication skills**

You will learn skills to communicate effectively with patients, team members and other organisation representatives. Primary health care must be accessible and acceptable to all people. You will learn to communicate with compassion, in a manner that is respectful and culturally sensitive. This is particularly important for people who are from culturally and linguistically diverse backgrounds, living with disability including communication difficulties, are gender diverse, with special needs due to lived experience of trauma or have anxiety about using the health system.

### **Patient triage skills**

You will learn to use a triage system or process chart to support you to ask the correct questions to schedule patients accurately depending on their categorisation. Triage training is available online.

- [The General Practice Triage System](#)
- [HotDoc- Triage Principles and Tools for General Practice](#)

### **Medical records processing skills**

You will require skills to recognise basic medical terminology, abbreviations, names of procedures and areas of medicine. This will assist you to support the clinical team to process medical records.

You will learn to follow your practice's procedures to process patient referrals to other organisations and specialists. These may be related to patient requests for access to their medical records, patient transfers, investigations and medical legal issues.

### **Medical accounts processing skills**

You will require training to gain skills in using the practice's software system for billing and receipting, and linking with Medicare. This will require applying your

knowledge of the practice fee structures and requirements for other payers including:

- Work related injuries - [Safe Work Australia - workers compensation](#)
- Motor vehicle injuries - [Motor Accident Injuries Commission \(MIA\)](#)
- Veterans' health - [Department of Veteran's Affairs \(DVA\)](#)

## 4. Resources

### Capital Health Network resources

- [CHN Events](#) include Aboriginal and Torres Strait Islander Cultural Awareness training for all practice staff
- [Primary Care Support](#) includes support with quality improvement, digital health, Indigenous health, resources, practice visits, telephone and online support
- [Aboriginal and Torres Strait Islander Toolkit for General Practices](#)
- Free counselling through AccessEAP, [CHN's Employee Assistance Program](#)

### Self-care resources for staff

- [Black Dog Institute](#) - provides research informed mental health resources and support

### Education and training

- [MySkills](#) - medical administration and support training
- [RACGP Reception insider](#) podcasts on topics tailored to medical reception staff
- [RACGP NSW/ACT - Medical Receptionist Course](#) or [nswact.events@racgp.org.au](mailto:nswact.events@racgp.org.au)

### Patient referral information

- [ACT and NSW HealthPathways](#) provides guidance on management and referral in the local health system. Username: together, Password: forhealth
- [Canberra Health Services - Central Health Intake \(CHI\)](#) is the portal for all community health referrals e.g. allied health, mental health
- [The Integrated Team Care \(ITC\) Program](#) for First Nations people with a chronic disease
- [My Aged Care \(MAC\)](#) for patients 65 years and older
- [National Disability Insurance Scheme \(NDIS\)](#)

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