

TRIAGE IN GENERAL PRACTICE SETTINGS



An Australian Government Initiative



Date: Monday 14 November 2016
Time: 6.00pm – 9.00pm | Registration 5.30pm
Location: Quality Hotel Mildura Grand,
Deakin Avenue, Mildura 3500
Presenter: Frances Cieslak, Larter Consulting Pty Ltd.
Cost: This event is provided at no cost by Murray PHN
Target audience: Practice Managers, Reception staff, Practice Nurses, GPs.

Overview

This workshop outlines the robust systems and processes that support reception staff to safely and appropriately triage patients, based on RACGP standards. Participants explore the critical role of clinical staff supporting safe triage and how clinical and non-clinical teams should collaborate to ensure safe, quality care and avoid health, safety and medico-legal risks.

Content covered

- Triage principles
- Triage and RACGP standards for general practices
- Triage practice systems
- Recognising and prioritising levels of urgency – use of ‘red flags’
- Effective communication
- Managing challenging behaviours
- Case study reviews

Presenter biography

Frances is a registered nurse and health educator with 25 years’ experience working as an educator, project officer, nurse and nurse unit manager. She has developed a number of education workshops in topics including: triage, infection risk in primary health care, using practice data to improve health and business outcomes and communication for dealing with aggressive behaviours and developed six online learning modules for the Australian Primary Health Care Nurses Association (APNA).

Frances’ experience with triage has been predominantly in remote Aboriginal communities as a remote area nurse, but she is very aware of the time, work pressures and constraints that are placed on staff working in general practice that can impact triage systems and processes. Frances is passionate about primary health care and education and in building the capacity of primary health staff to deliver best practice quality care.

RSVP by Monday 7 November 2016 | To register go to

eventbrite.com.au/e/triage-in-general-practice-settings-tickets-28822757644

If you are unable to attend the event after your RSVP, it would be appreciated that you let Murray PHN know as a courtesy to organisers and sponsors. This ensures better management and credibility of the CPD program with sponsors, speakers and venues. 03 4040 4300 | nwevents@murrayphn.org.au