

# TRIAGE IN GENERAL PRACTICE SETTINGS – Lunch time session



**Date:** Monday 26 June 2017  
**Time:** 11am to 2pm | Registration at 10.30am  
**Location:** Benalla – venue to be updated  
**Presenter:** Francis Cieslak, Larter Consulting Pty Ltd  
**Cost:** This event is provided at no cost by Murray PHN and lunch will be provided.  
**Target audience:** Reception and administrative staff, practice managers and nurses

## Course overview

Non-clinical (reception) staff are usually the first port of call for patients accessing care in general practice. They make decisions about who receives an appointment that day, who needs immediate care, or who can wait until the next available appointment, but what guides their decisions?

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.

## Presenter overview:

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.

## Learning outcomes

1. Describe triage in general practice settings
2. Identify the need for robust practice 'systems' - policies, procedures and guidelines to support triage strategies for safe, quality care
3. Describe effective communication strategies for telephone and face to face communication, including dealing with challenging behaviours
4. Demonstrate an understanding of effective triage through discussion of case studies

## RSVP is essential to attend by Friday 16 June 2017

To register please go to: <http://tinyurl.com/m8k4laa>

e: [neevents@murrayphn.org.au](mailto:neevents@murrayphn.org.au) | f: 02 6041 0007 | Online [murrayphn.org.au/events](http://murrayphn.org.au/events)

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.