

TRIAGE IN GENERAL PRACTICE SETTINGS

Shepparton

Date: Wednesday
4 July 2018

Location:
Department of
Rural Health,
49 Graham St

Bendigo

Date: Wednesday
11 July 2018

Location: TBA

Albury

Date: Wednesday
18 July 2018

Location: Mantra
Albury Hotel, 524
Smollett St

Mildura

Date: Wednesday
25 July 2018

Location: Quality
Hotel Mildura
Grand, Seventh St

Time: 6.00pm – 9.00pm | Registration and supper 5.30pm
Audience: Practice managers, reception staff, nurses and GPs

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.

Topics

- Triage principles, process (POPGUNS. Prioritisation of patients: A guide to urgency for non-clinical staff), practice systems and RACGP standards
- Recognising and prioritising levels of urgency – use of red flags
- Case studies, effective communication and managing challenging behaviours

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RSVP

Shepparton

Date: Friday 29
June 2018

eventbrite.com.au/e/triage-in-general-practice-settings-shepparton-tickets-47203802845

Bendigo

Date: Friday 6 July
2018

eventbrite.com.au/e/triage-in-general-practice-settings-tickets-47244724242

Albury

Date: Friday 13 July
2018

eventbrite.com.au/e/triage-in-general-practice-settings-tickets-47248778368

Mildura

Date: Friday 20 July
2018

eventbrite.com.au/e/triage-in-general-practice-settings-tickets-46871241144