



## Staff orientation checklist

Name: .....

Position: .....

Date commenced: .....

<b>Section 1 - Introduction</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
1.	Welcome		
2.	Orientation program <input type="checkbox"/> Explain orientation process <input type="checkbox"/> Orientation checklist <input type="checkbox"/> Orientation agreement		
3.	Introduction to the surgery <input type="checkbox"/> Quick tour of surgery <input type="checkbox"/> Provide practice profile information <input type="checkbox"/> Meet other staff members		
4.	Staff code of conduct <input type="checkbox"/> Courtesy and mutual respect at all times <input type="checkbox"/> If you can't do something, leave a written explanation of the problem <input type="checkbox"/> Leave the surgery the way you would like to walk into it the next day <input type="checkbox"/> Always deal with problems as they will not go away on their own – just ask the practice manager or supervisor for help <input type="checkbox"/> Ask lots of questions		
<b>Section 6 - Human resource management</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
5.	Personnel administration and finance <input type="checkbox"/> Employment contract <input type="checkbox"/> Confidentiality agreement <input type="checkbox"/> Employment conditions <input type="checkbox"/> Taxation and banking <input type="checkbox"/> Salary and superannuation <input type="checkbox"/> Time keeping		
6.	Human resource management <input type="checkbox"/> General appearance		

	<input type="checkbox"/> Privacy and confidentiality <input type="checkbox"/> Roster changes <input type="checkbox"/> Overtime <input type="checkbox"/> Leave of absence <input type="checkbox"/> Performance review <input type="checkbox"/> Continuing education <input type="checkbox"/> Team Relationships and Building		
<b>Section 2 - Practice administration</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
7.	Telephone administration <input type="checkbox"/> Handling incoming calls <input type="checkbox"/> Placing callers on hold <input type="checkbox"/> Telephone techniques <input type="checkbox"/> Taking messages <input type="checkbox"/> Outgoing calls <input type="checkbox"/> Telephone confidentiality <input type="checkbox"/> Practice contacts		
8.	Practice administration <input type="checkbox"/> Handling incoming mail <input type="checkbox"/> Visitors <input type="checkbox"/> Internal communication <input type="checkbox"/> Access and parking <input type="checkbox"/> Cleaning service		
9.	Stock management <input type="checkbox"/> Office supplies <input type="checkbox"/> Medical supplies <input type="checkbox"/> Expiry dates		
10.	Equipment and facilities <input type="checkbox"/> Sending/receiving a fax <input type="checkbox"/> Photocopying <input type="checkbox"/> Scanning <input type="checkbox"/> Television/video/radio <input type="checkbox"/> Air conditioning <input type="checkbox"/> Location and use of in/out trays <input type="checkbox"/> Communication book <input type="checkbox"/> Use of staff room <input type="checkbox"/> Storing personal belongings <input type="checkbox"/> Fridge to store lunches		
<b>Section 3 - Patient management</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
11.	Patient management <input type="checkbox"/> Continuity of patient care <input type="checkbox"/> Health and community services <input type="checkbox"/> Patients of foreign background <input type="checkbox"/> Handling difficult patients <input type="checkbox"/> Home visits		

	<input type="checkbox"/> After hours care <input type="checkbox"/> Grievance procedures		
12.	Appointment management <input type="checkbox"/> Booking an appointment <input type="checkbox"/> Rescheduling an appointment <input type="checkbox"/> Do not attend appointments		
13.	Handling medical emergencies <input type="checkbox"/> Triage <input type="checkbox"/> Telephone emergency <input type="checkbox"/> Presentation to surgery emergency		
14.	Requests and results <input type="checkbox"/> Repeat prescriptions <input type="checkbox"/> Request for referrals <input type="checkbox"/> Requests for results		
15.	Recall and reminder <input type="checkbox"/> Recalls <input type="checkbox"/> Reminders		
16.	Billing <input type="checkbox"/> Billing policy <input type="checkbox"/> Bulk billing procedures <input type="checkbox"/> Private billing procedures		
<b>Section 4 – Medical records and confidentiality</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
17.	Medical records <input type="checkbox"/> Type of system <input type="checkbox"/> Creating a new record <input type="checkbox"/> Filing results and reports <input type="checkbox"/> Retention of records and archiving <input type="checkbox"/> Destruction of medical records <input type="checkbox"/> Transfer of records		
18.	Privacy Act <input type="checkbox"/> Privacy policy <input type="checkbox"/> Explanation of 10 National Privacy Principles		
<b>Section 5 - Computer administration</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
19.	Computer administration <input type="checkbox"/> Role of computers in the practice <input type="checkbox"/> System backups <input type="checkbox"/> Anti-virus management <input type="checkbox"/> Internet access <input type="checkbox"/> Use of internet and e-mail <input type="checkbox"/> Use of software <input type="checkbox"/> Computer and information access control		
<b>Section 7- Clinical management</b>		<b>Practice</b>	<b>Employee</b>

		(date/sign)	(date/sign)
20.	Doctor's bag <input type="checkbox"/> Stock control <input type="checkbox"/> Expiry dates		
21.	Cold chain management <input type="checkbox"/> Definition <input type="checkbox"/> Packing the vaccine fridge <input type="checkbox"/> Monitoring the cold chain <input type="checkbox"/> Defrosting the vaccine fridge <input type="checkbox"/> Maintaining the vaccine fridge <input type="checkbox"/> Delivery of vaccines <input type="checkbox"/> Transport of vaccines <input type="checkbox"/> Handling power failures <input type="checkbox"/> Handling heated or frozen vaccines		
22.	Controlled drugs <input type="checkbox"/> Definition <input type="checkbox"/> Storage of controlled drugs <input type="checkbox"/> Controlled drugs records		
<b>Section 8 - Workplace Health &amp; Safety</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
23.	Incidents and injuries <input type="checkbox"/> Reporting incidents and accidents <input type="checkbox"/> Completing an incident report form		
24.	Needlestick injury and exposure <input type="checkbox"/> Avoiding needlestick injuries <input type="checkbox"/> Procedure if injury occurs <input type="checkbox"/> Classification of exposure		
25.	Staff immunisation <input type="checkbox"/> Vaccine preventable diseases <input type="checkbox"/> Previous vaccinations <input type="checkbox"/> Practice vaccination program <input type="checkbox"/> Staff consent/refusal form		
26.	Emergencies <input type="checkbox"/> Fire procedures <input type="checkbox"/> Bomb threat procedures <input type="checkbox"/> Facility failure		
27.	Workplace safety <input type="checkbox"/> Manual handling <input type="checkbox"/> Non-medical emergencies <input type="checkbox"/> Violence in the workplace <input type="checkbox"/> Smoking, drugs and alcohol		
28.	Practice security <input type="checkbox"/> Importance of security <input type="checkbox"/> Opening procedures		

	<input type="checkbox"/> Closing procedures		
<b>Section 9 – Infection control</b>		<b>Practice</b> (date/sign)	<b>Employee</b> (date/sign)
29.	Standard precautions <input type="checkbox"/> Importance of standard precautions <input type="checkbox"/> Personal protective equipment <input type="checkbox"/> Hand washing <input type="checkbox"/> Handling pathology specimens		
30.	Waste disposal <input type="checkbox"/> Clinical waste <input type="checkbox"/> Sharps disposal <input type="checkbox"/> Pharmaceutical waste		
31.	Cleaning <input type="checkbox"/> Environmental cleaning duties <input type="checkbox"/> Blood and body fluid spills <input type="checkbox"/> Laundry <input type="checkbox"/> Handling and use of chemicals		
32.	Instrument sterilisation <input type="checkbox"/> Single use vs. Reusable instruments <input type="checkbox"/> Precleaning and cleaning <input type="checkbox"/> Drying and packing <input type="checkbox"/> Loading and unloading <input type="checkbox"/> Storage <input type="checkbox"/> Equipment processing area <input type="checkbox"/> Operating the steriliser <input type="checkbox"/> Steriliser monitoring records <input type="checkbox"/> Validation		