

Larter.

Triage in general practice settings

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.

What content is covered?

Topics in the module include

- 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

Who is it for?

This workshop is suitable for practice managers, reception staff, nurses and general practitioners working in general practice settings.

What to expect from a session?

Our modules are developed using an evidence-based approach and all our references and sources are available to participants. According to our strict criteria for best practice adult education, our sessions are highly interactive and include case study reviews, group discussions and encourage questions to keep the audience engaged.

Our presenters

Our presenters are experienced educators who know their topics well. They have worked in and understand hospitals, general practice and community health settings and Primary Health Networks.



This activity has been endorsed by APNA according to approved quality standards criteria

Other Larter education

1 MBS for Chronic Disease Management (6hr) comprises components of both the Introduction to the Medicare Benefits Schedule module and the Extending Knowledge and Skills in MBS for CDM module. Health professionals new to Australian general practice will be skilled and feel confident to participate in MBS care planning for patients with chronic and terminal medical conditions.

2 Introduction to the Medicare Benefits Schedule (2hr) provides information about the Medicare system, common item numbers, and compliance strategies for health professionals new to general practice. The module is relevant for overseas trained doctors who are new to Australia, medical students and graduates, and nurses, managers and allied health professionals new to working in general practice.

3 Medicare Benefits Schedule for Chronic Disease Management is Larter's suite of Medicare Benefits Schedule (MBS) training for health professionals in primary care settings. These workshops strengthen participants understanding and compliant use of the MBS. Suitable for general practitioners, nurses, managers and allied health, we have MBS modules to suit experienced health professionals wanting to expand their knowledge as well as for doctors new to Australia, students and graduates.

4 Managing Infection Risk in the Primary Care Setting identifies infection control best practice principles and the quality management systems necessary to manage infection risk. Participants share knowledge and experiences through interactive case studies. Session length is tailored to your requirements and can be extended to include a sterilisation update.



Book your training today!

Contact Larter on:

03 9509 6024 or education@larter.com.au

About us

Larter is an Australian company providing high quality consulting services to the health and community services sector. Our clients include general practices and community health services, governments, community sector organisations, peak bodies, Medicare Locals and Primary Health Networks. We specialise in needs assessments, planning for local health services and systems, engaging stakeholders, designing and evaluating health programs and educating and training health professionals.

For more information about these workshops or how we can develop training to meet your specific needs, contact us on:

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