



We Care for your Health

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**Position Title: Practice Nurse – Registered Nurse
 Locations: Romsey and Lancefield Medical Centre**

Purpose: To ensure patient satisfaction and optimal clinical outcomes through the provision of excellence in care and nursing services that are safe and comply with current competency standards including assessment, treatment and diagnostic procedures.

Authority: The Registered Nurse recognizes the responsibilities and implications of their scope of practice and works within those boundaries.

Responsibility: The Practice Nurse works to the direction of:

1. The Practice Principal/ Director
2. The Practice Manager and Business Manager
3. Doctors of the Practice

Delegated responsibility: In addition to responsibilities outlined, the employee has **primary responsibility** for cold chain and vaccine management processes in accordance with RACGP Standards for General Practice, NHMRC Immunisation Handbook and 'Strive for Five' guidelines. This includes responsibility for staff education, new staff induction and competency assessment.

Key Selection Criteria

- Registered Nurse – with a current practicing certificate issued by AHPRA
- Minimum of three years experience as a Registered Nurse
- Demonstrated patient focused approach in service provision
- Excellent interpersonal and communication skills
- Ability to prioritize and organize tasks
- Ability to carry out clinical duties as directed by GPs
- Demonstrated commitment to ongoing professional development
- Ability to work cooperatively in a team environment as well as independently
- Clinical assessment skills
- Competent computer skills

Essential

These skills are considered essential to the position and Practice Nurses must be prepared to acquire them if not pre-existing;

- Wound Management
- Infection Control training
- Spirometry training / experience
- 24 hour blood pressure monitoring
- Pathology Collection
- Knowledge of database computer systems
- Time management skills
- Recognises the responsibility and implications of nursing in general practice including professional supervisory relationships
- Confidence in using IT systems
- Understanding and adherence to privacy and confidentiality principles

Desirable

- Knowledge of Prevention and Chronic Disease Management Incentives in General Practice and their relevant item numbers – Health Assessments, Team Care Arrangements, GPMPs, CVC program, Asthma, Diabetes, Cervical Screening and Mental Health Service Incentive Payments

Key Performance Indicators	Responsibilities
Assessment & Treatment	<ul style="list-style-type: none"> ▪ Triage of patients presenting to the practice without an appointment in need of medical care ▪ First Aid assistance with emergency procedures ▪ Conduct assessment of patients and receive instructions from the GP regarding patient's course of treatment ▪ Provide assistance to the GP in treating patients ▪ Provide diagnostic assistance to the GP ▪ Establish daily priorities in line with deadlines ensuring that all necessary tasks are completed ▪ Possess the ability to reestablish priorities to allow for emergencies and other unexpected situations ▪ Ensure clinical information management is documented ▪ Home visits for health assessments
Management of the Clinical Environment	<ul style="list-style-type: none"> ▪ Apply current infection control standards ▪ Ensure general cleanliness of the treatment and procedure room ▪ Ensure sterile equipment is available in accordance with current standards applicable to General Practice ▪ Ensure cleaning contractor is meeting service level requirements or report any issues to the Practice Manager ▪ Ensure general cleanliness of the consulting rooms is maintained
Adherence to Standards and Legislative Requirements	<ul style="list-style-type: none"> ▪ Ensure cold chain monitoring performed according to legislated requirements ▪ Ensure appropriate record management and data entry ▪ Ensure up-to-date medical record and billing accuracy following treatment room / home visit intervention ▪ Ensure accreditation process is implemented and adhered to ▪ Ensure OHS standards are adhered to
Management of Drugs	<ul style="list-style-type: none"> ▪ Order supplies for doctors bags in consultation with the GPs ▪ Ensure that the doctors bags are stored according to RACGP standards ▪ Maintain and rotate medication on a monthly basis ▪ Maintain stock control of medical supplies, drugs, oxygen and liquid nitrogen

	<ul style="list-style-type: none"> ▪ Check expiry dates on drugs and discard expired drugs in accordance with legislation ▪ Ensure the security of the drug safe is maintained ▪ Ensure that S8 drugs are managed in accordance with current state legislation
Communication & Networking	<ul style="list-style-type: none"> ▪ Maintain effective relationships with team members to ensure effective rostering, service delivery and application of policy procedures and processes ▪ Provide a link between services, patients and the GP through networking and liaising with: <ul style="list-style-type: none"> ○ Hospitals and clinics ○ Home visiting services ○ Community Health Centres ○ Aged Care Assessment Teams ○ Medical Representatives ○ Allied Health ○ Community Care ▪ Provide constructive feedback to practice staff and GPs ▪ Optimize the use of professional resources such as; <ul style="list-style-type: none"> ○ Doctors ○ GP Divisions / Networks ○ Royal Australian College of General Practitioners (RACGP) ○ Australian Practice Nurses Association (APNA) ○ Australian Wound Foundation ○ Royal College of Nursing Australia (RCNA) ▪ Contribute to the agenda for clinical meetings with specific programs to educate and update clinicians using internal and external resources ▪ Communicate effectively with other nursing staff to ensure effective continuity of role
Health Promotion & Disease Prevention	<ul style="list-style-type: none"> ▪ Ability to confidently manage and oversee the practice recall / reminder system ▪ Ensure that the recall / reminder system meets risk management criteria ▪ Identify patients due for immunization – childhood, influenza & Pneumococcal vaccines ▪ Provide educational material to patients, where appropriate ▪ Implement health week / month promotion in the waiting area for patients ▪ Perform health assessments ▪ Assist in the Team Care Arrangement process ▪ Assist in the management of patients requiring Diabetes Annual Cycle of Care ▪ Provide assistance in disease management – diabetes, asthma and cervical health ▪ Ensure pro-active management of patient immunizations ▪ Patient advocacy
Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Adhere to all safe working procedures in accordance with instructions ▪ Report all incidents and near misses immediately to Practice Manager ▪ Take reasonable care of oneself and others who may be affected by actions ▪ Comply with the OH&S policy and OH&S management plan of the clinic ▪ Competently and safely perform any work undertaken and be aware of the risks and hazards associated with any work ▪ Assist with the completion of incident or hazard reports as required ▪ Ensure all sharps, blood and body substances are disposed of appropriately

	<ul style="list-style-type: none"> ▪ Wear personal protective equipment (PPE) for appropriate procedures ▪ Apply safe standard operating procedures for all clinical protocols ▪ Apply safe standard operating procedures with respect to back lifting and manual handling ▪ Perform only duties that you are competent and trained to do ▪ Complete Adverse Events Reports to communicate “serious” and notifiable clinical incidents in a timely manner ▪ Be knowledgeable of emergency procedures, incident and hazard reporting procedures ▪ Be knowledgeable of hazards, risks and controls in the workplace
Physical Demands	<ul style="list-style-type: none"> ▪ In this role, the practice nurse may be exposed to the following physical demands: <ul style="list-style-type: none"> ○ Sit ○ Stand ○ Walk ○ Drive a vehicle ○ Occasionally lift or move up to 5kg in weight ○ Visual acuity required – to be able to look at items at both short and long distances ▪ The role requires the nurse to have sufficient mobility to perform the necessary tasks of the role – For example: walking around practice from room to room, being able to move in tight spaces and stand to assist with procedures and drive to attend to off site health assessments.
Professional Development	<ul style="list-style-type: none"> ▪ Maintain current nursing registration and supply a copy of this to Practice Manager every year upon renewal ▪ Participate in internal and external training to ensure the provision of optimal health care outcomes for patients ▪ Provision of training, induction and assessment of competency regarding cold chain and immunization processes to staff
Clinical Duties	<ul style="list-style-type: none"> ▪ Triage patients as required ▪ Urinalysis ▪ ECG ▪ Administer medications as per State Legislation as ordered by GP, if possessing Medication Endorsement by the Nurses Board of Victoria ▪ Suture removal ▪ Spirometry ▪ 24 hour blood pressure monitoring ▪ Wound Care ▪ Patient assessment for medicals ▪ Eye washouts ▪ Assist with plastering ▪ Patient observation as required ▪ Set up & assistance for minor procedures ▪ Checking and restocking of emergency equipment – daily ▪ Order liquid nitrogen and oxygen as required ▪ Restock medical supplies in consulting rooms on a daily basis ▪ Maintain patient records ▪ Updating of allergy, social history, family history information where relevant ▪ Provide health education to patients ▪ Health assessments and Care Plans for patients with chronic disease
Immunisation	<ul style="list-style-type: none"> ▪ Maintain patient immunisation records ▪ Complete ACIR recording requirements ▪ Order vaccines

	<ul style="list-style-type: none"> ▪ Maintain vaccine fridge according to NH&MRC guidelines ▪ Perform daily fridge monitoring and action plan
<p>*LMC Practice Nurse ----- Reception/ Administration -----</p>	<p>The role of the Medical Receptionist – Clerical is to facilitate the care of the patients of the clinic by providing a positive patient experience effected by a warm, welcoming and professional service to our patients. This role supports both medical and non-medical staff in the delivery of high quality patient services. The position includes reception and clerical duties to be completed according to priority, and is integral to the success of the medical centre.</p> <ul style="list-style-type: none"> ▪ Scheduling appointments for patients ▪ Welcoming and registering patients, ensuring computer details are up to date ▪ Correct billing of patients with expectation of account settlement on-the-day, for privately billed patients ▪ Ensure that patient accounts are maintained and updated correctly and report any abnormalities or problems ▪ Be able to distinguish between routine and emergency situations and triage patients according to established protocols ▪ Answering and dealing with telephone enquiries, taking messages accurately and succinctly when necessary with an ability to deal with more than one phone call at a time ▪ Be aware of doctors running behind schedule and informing patients accordingly to minimise patient distress/discomfort ▪ Keep waiting room, front desk and office area clean and tidy ▪ Ensure completion of patient feedback/satisfaction surveys ▪ Undertake other duties as required from time to time ▪ To fulfil the reception role with a friendly, caring and professional attitude at all times with a genuine desire to provide exceptional patient care.