

Employee Position Description

Position Details		
Position Title: General Practitioner	Department: Medical Services	Agreement: Medical Practitioners Award 2020
Reports To: Urgent Care and Nursing Manager	Location: AccessHC Urgent Care Clinic	
Direct reports: None	Employment Status: Max Term -Roster dependant on availability	Classification: Community Medical Practitioner with Individual Flexibility Arrangement
Position Primary Purpose		
The Urgent Care Clinics aim is to assist community members of all ages suffering from urgent, non-life-threatening injuries or illness to obtain fast, priority care. These services are expected to provide comprehensive care to patients and to avoid long wait times in public Emergency Departments. With funding from the local PHN, this service will be available to support the nearest Public Hospital Emergency. It will be open seven days a week from 8am – 10pm. Referrals to a wide range of Access Health and Community Medical and Allied Health Services will also be available. The Urgent Care Clinic is operational 365 days including Public Holidays, weekend and evenings. Employees are expected to be available to work when requested on Public Holidays, weekend and evenings as required operationally. The General Practitioners are an important component of the AccessHC UCC care model. Immediate assessments for low acuity patients presenting with acute injury and illness, reduce hospital demand while also providing a valuable no-cost service to patients with or without a Medicare card. You will be working within an appropriately equipped consulting space, alongside an experience Division 1 RN to provide high quality assessment and care.		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Decision Making Authority		Key Relationships	
Decisions made independent of Manager - Respond to all community members who make contact with the service, adult and paediatric - Undertake full assessments and treatment of patients presenting to the UCC - Work closely with RN on duty to provide best patient care		Internal - Senior Medical Manager - Medical Director - General Practitioners - Urgent Care and Nursing Manager - CSO team - Practice Nurse Team	External - Local Hospitals and Emergency Departments - Community Agencies - General Practitioners - Specialist Physicians - Families and Carers
Key Accountabilities			
Focus Areas		Responsibilities	
Clinical Service Delivery		- Undertake full face-to-face assessments (including ECG) of patients with acute injury or illness. This includes adult and paediatric patients - Take a thorough clinical patient history and enter into medical software - Develop and implement an appropriate management plan and provide appropriate preventative health care - Provide referral back to the patient's GP for ongoing management, with written discharge provided within 48 hours following management of immediate illness - Assist patients with health literacy and access to additional support services, in collaboration with nursing and reception staff - Contact local Emergency Departments to discuss and escalate patients as necessary - Provide patients with clear guidance on what to do should symptoms escalate, or further advice becomes necessary - Request pathology collection by on-site nursing staff as needed - Maintain strict infection prevention and control procedures as provided by AccessHC - Observe any change in process or procedure as instructed by the Senior Medical Manager - Maintain strict confidentiality in accordance with the policies and procedures of the organisation - Emergency care for serious events – if needed - Ensure national guidelines are respected regarding PPE, clinical and non-clinical waste, and sanitisation - Support the team to maintain high quality, safe practice - Clean areas that have received patient contact as directed by the infection prevention and control policy - Provide a courteous, friendly and efficient service to all clients	

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	• Perform suturing or plaster care as necessary • Support RN on duty to deliver appropriate care to patients and families
Administration	• Ensure compliance with policies, procedures, and standards • Maintain appropriate files, records and statistics to facilitate good clinical management and accountability • All case notes to be documented within 1 business day of contact • Provide written discharge referral back to the patient's GP for ongoing management within 48 hours
Other Duties	• Undertake additional duties as required by organisational change and/or growth, with negotiation via the Senior Medical Manager • Participate in team meetings to contribute feedback quality of service delivered • Be respectful of the needs of patients, visitors, contractors, volunteers and other staff and maintain a professional approach in all interactions, creating exceptional experiences
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Respect, Innovation and Quality.</i>
Governance and Compliance	• Must follow current AccessHC CovidSafe plan and infection control procedure • Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service • Infection control and sterilisation • Participate in accreditation systems, quality assurance projects and development of and implementation of procedures to enhance quality outcomes • Completion of routine clinical audits • Follow and promote safe work practices, procedures, and instructions • Participate in professional supervision as appropriate • Contribute towards effective risk management
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times including COVID SafePlan • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct • Participate in Fire and Emergency evacuation procedures as required by AccessHC • Ensure a safe and clean work environment according to infection control and best practice standards • Participate in Health and Safety training as required • Report any accidents, incidents, injuries "near misses", safety hazards and dangerous occurrences in VHIMS and assist with any investigations and the identification of corrective actions

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	- Follow safe work practices and use personal protective equipment as required - Respect and adhere to general occupational safety guidelines in order to protect themselves, patients, and co-workers, including the use of Personal Protective Equipment (PPE), decontamination procedures, waste management, public safety measures, infection control and procedures, fire prevention and control, and implement mandatory training on it before starting work and on a regular basis - Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct
Selection Criteria	
Mandatory selection criteria items - Police Check - International Police Check (if lived/worked overseas in the past 10 years) - Working With Children Check - Driver's Licence – Preferred - Evidence of immunisation required for health care workers Key criteria selection items - Vocational registration status - FRACGP or FACRRM - Current registration with AHPRA (with no restrictions) - Emergency patient assessment experience - Paediatric assessment experience - Proficiency in a community language would be advantageous, but not essential - Proficiency in Microsoft Office Suite programs, Medical Director Clinical and Pracsoft (or similar clinical software), and relevant software applications	Attributes we value - High level of communication and interpersonal skills to foster strong clinical relationships - Effective time management and prioritisation skills - Demonstrated ability to relate to people from a diverse range of social, cultural, and ethnic backgrounds - Commitment to health promotion principles - High level of accuracy and attention to detail - High level of cultural sensitivity and awareness - A willingness to learn new skills - Experience and proficiency in continuous quality improvement methodology and principles - Strong analytical and problem-solving skills - Demonstrated ability to work in a team environment and collaborate within a multidisciplinary team - Demonstrated ability in to deliver excellent customer experiences - Demonstrated behaviours consistent with AccessHC values
<i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.</i>	

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Authorisations	
Manager Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /