



Urgent Care Identification (Frontline Staff)

COURSE INFORMATION

Course snapshot

COURSE TITLE	<u>Urgent Care Identification (Frontline Staff)</u>
COURSE SUMMARY	<p>This online course is tailored to all administration staff working in General Practice and other Primary Care Services. The aim is to equip you with the knowledge and skills to recognise potentially unwell or deteriorating patients you may see as a receptionist or practice manager.</p> <p>Patient triage is part of the RACGP 5th edition accreditation standards. However, administrative staff often need more confidence and knowledge in implementing safe and consistent triage procedures. This online course will provide you with the strategies and confidence to manage and escalate the care of your patients, over the phone or as they present to you in the waiting room, to the appropriate clinician safely and effectively.</p> <p>This is an interactive online course that invites you to use all your senses in the learning process.</p>
VALUE FOR ORGANISATIONS	<p>Developing knowledge and understanding in urgent care to identify when situations may require escalation or not, and by doing this direct patients who require more immediate assistance to the clinical team. Understand the importance of clinic protocols that support administration, for phone or face-to-face interactions, that can facilitate patient care more effectively and safely.</p>
UNITS OF COMPETENCY	NA
COST	\$50 (inc. GST)
PRE-READING	There is no pre-reading for this course.
DELIVERY & ASSESSMENT	Online assessment completed via accessIQ.
ESTIMATED HOURS OF STUDY	4 hours of active learning.
CPD HOURS	<p>As a general guide, one (1) hour of active learning equates to one (1) hour of CPD. It is the responsibility of the individual student to calculate how many hours of active learning have been completed. The hours of active learning estimated above should act as a guide to CPD hours.</p>
ENTRY REQUIREMENTS	To view entry requirements please refer to the next page.
TERMS AND CONDITIONS	<p>Visit benchmarkgroup.com.au/terms-and-conditions View Student Handbook</p>

Course outline

This comprehensive course will increase your understanding of the link between triage and accreditation, how to implement consistent triage practices across your team as well as utilising resources to support you within your frontline role. You will feel more confident and competent with systemising processes that follow the safe and effective principles of telephone and face-to-face triage in your workplace.

Course outcome

By the end of this course, you will have knowledge of how to implement safe and effective triage strategies in your workplace. You should now be able to:

- Understand the importance of triage and the different types that be utilised in primary healthcare
- Outline a workplace process and design a script for supporting administrative staff with telephone triage
- Outline a workplace process and design a script for supporting administrative staff with face-to-face triage
- Design your own systems, procedures and protocols with your team to ensure the safe and effective provision of triage in your workplace.

Course content

Urgent Care Identification (Frontline Staff) is an online course consisting of self-directed learning. Utilising models of blended learning, students will be required to complete readings, reflective activities, quizzes, watch videos, and participate in formative assessments.

Entry Requirements

This course is open to any individuals working within primary healthcare, and would benefit those with regular patient and client interactions. Relevant professions may include:

- Medical receptionist
- Practice assistant
- Non-clinical Aboriginal and/or Torres Strait Islander Health Workers
- Practice manager.

Entrants should have:

- Language, literacy and numeracy levels sufficient to interpret basic medical parameters, respond to requests from health professionals and communicate effectively with patients, clients and the public.

About accessIQ

We are paving the way for innovative and easy online learning through our bespoke online course and assessment platform, accessIQ.

- Study anywhere, anytime
- Edit saved answers, review before submitting
- Live student console – tracks assessment, enrollments and waitlists
- Access statement of results and resource library.

About Benchmark Group

Benchmark Group is a Registered Training Organisation (RTO 21824) delivering a range of clinical skills courses to meet the needs of a broad range of health professionals across Australia.

As an RTO working in the health sector, our focus is on the delivery of courses designed to provide healthcare professionals with the opportunity to expand their skills and careers. We concentrate on skills and knowledge that can be immediately implemented in a vocational context.

Skills learnt today can be used tomorrow.



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