

Ongoing training and support is essential for staff in a general practice and needs to be considered when purchasing hardware and software. As technology changes and systems are upgraded, staff members need to be trained accordingly to ensure that business is not disrupted. Below is a list of some things to consider.

## When purchasing software and hardware for your general practice suppliers should include:

- initial and ongoing training and support for staff
- easy-to-understand instructional manuals
- telephone or online assistance information
- assistance with installation, maintenance and upgrades

For more information, refer to the RACGP's *Information security in general practice* resource, section 1.1 at <https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice>

## Training costs

Training costs need to be factored into the overall implementation cost, including the cost of travel, catering and staff replacement to keep your business running.

## Internal or external training providers

Staff should have access to internal and external training providers to ensure their knowledge of products is current.

## Succession planning

When training staff, ensure more than one staff member is trained for each task. If staff members are away, others will have the knowledge to complete the tasks. It is also essential to document knowledge so there is a record of which staff member is trained for each task.

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## Training and support in general practice checklist

Date of completion

Name of practice

Our practice recognises that ongoing training and support is essential for staff and, as technology changes and systems are upgraded, staff members need to be trained accordingly to ensure that business is not disrupted. When purchasing software and hardware for our practice we have checked that suppliers include:

Initial and ongoing training and support for staff

Easy-to-understand instructional manuals

Telephone or online help information

Assistance with installation, maintenance and upgrades

Training costs

Internal or external training providers

Succession planning

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## Notes