Standards for general practices, 5th edition: Resource guide

Disclaimer

The information set out in this publication is current at the date of first publication and is intended for use as a guide of a general nature only and may or may not be relevant to particular patients or circumstances. Nor is this publication exhaustive of the subject matter. Persons implementing any recommendations contained in this publication must exercise their own independent skill or judgement or seek appropriate professional advice relevant to their own particular circumstances when so doing. Compliance with any recommendations cannot of itself guarantee discharge of the duty of care owed to patients and others coming into contact with the health professional and the premises from which the health professional operates.

Accordingly, The Royal Australian College of General Practitioners Ltd (RACGP) and its employees and agents shall have no liability (including without limitation liability by reason of negligence) to any users of the information contained in this publication for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of any person using or relying on the information contained in this publication and whether caused by reason of any error, negligent act, omission or misrepresentation in the information.

Recommended citation


The Royal Australian College of General Practitioners Ltd
100 Wellington Parade
East Melbourne, Victoria 3002

Tel 03 8699 0414
Fax 03 8699 0400
www.racgp.org.au

ISBN: 978-0-86906-474-0 (print)

Published July 2017

© The Royal Australian College of General Practitioners 2017

This work is subject to copyright. Unless permitted under the Copyright Act 1968, no part may be reproduced in any way without The Royal Australian College of General Practitioners’ prior written permission. Requests and enquiries should be sent to permissions@racgp.org.au

We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.
## Contents

**Introduction to the Resource guide**

<table>
<thead>
<tr>
<th>Core module</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 1: Communication and patient participation</td>
<td>4</td>
</tr>
<tr>
<td>Standard 2: Rights and needs of patients</td>
<td>8</td>
</tr>
<tr>
<td>Standard 3: Practice governance and management</td>
<td>10</td>
</tr>
<tr>
<td>Standard 4: Health promotion and preventive activities</td>
<td>14</td>
</tr>
<tr>
<td>Standard 5: Clinical management of health issues</td>
<td>15</td>
</tr>
<tr>
<td>Standard 6: Information management</td>
<td>18</td>
</tr>
<tr>
<td>Standard 7: Content of patient health records</td>
<td>21</td>
</tr>
<tr>
<td>Standard 8: Education and training of the practice team</td>
<td>23</td>
</tr>
</tbody>
</table>

**Quality Improvement module**

| Standard 1: Quality improvement | 26   |
| Standard 2: Clinical indicators  | 28   |
| Standard 3: Clinical risk management | 31   |

**General Practice module**

| Standard 1: Access to care | 34   |
| Standard 2: Comprehensive care | 35   |
| Standard 3: Qualifications of our clinical team | 37   |
| Standard 4: Reducing the risk of infection | 38   |
| Standard 5: The medical practice | 40   |
| Standard 6: Vaccine potency | 41   |
Introduction to the Resource guide

Purpose of the Standards for general practices (5th edition)

The Royal Australian College of General Practitioners (RACGP) has developed the fifth edition of the Standards for general practices (the Standards) with the purpose of protecting patients from harm by improving the quality and safety of general practices. The Standards also aid general practices in identifying and addressing any gaps in their systems and processes.

Purpose of the Resource guide

The Resource guide is intended to be read in conjunction with the Standards. It contains useful supplementary information to the Standards to help practices meet the Indicators specified in the fifth edition.

Resources and links listed in the Resource guide are a mixture of RACGP and non-RACGP resources. Some resources are freely available while others are only available to members or can be purchased; this has been indicated alongside the resource.

The information listed in the Resource guide is not an exhaustive list. The RACGP will make updates and changes to the information contained in the Resource guide as required.

Development of this edition

The Resource guide has been created to capture the information that is useful for practices but is not specifically related to the Indicators.

These changes were made as a direct result of stakeholder feedback.

The RACGP will periodically review the content in the Resource guide to ensure the resources and links are up to date.
Core module

Standard 1
Communication and patient participation 4

Standard 2
Rights and needs of patients 8

Standard 3
Practice governance and management 10

Standard 4
Health promotion and preventive activities 14

Standard 5
Clinical management of health issues 15

Standard 6
Information management 18

Standard 7
Content of patient health records 21

Standard 8
Education and training of the practice team 23


Standard 1

Communication and patient participation

Indicators in this section of the Standards relate to communication with patients.

CRITERION C1.1

Practice information

Practices may find the following resources and links useful when meeting this Criterion:

- Font style and size can be an issue for people with vision limitations. Vision Australia has produced print and web accessibility guidelines which are available at www.visionaustralia.org/business-and-professionals

CRITERION C1.2

Telephone and electronic communications

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Privacy and managing health information in general practice is available to download at www.racgp.org.au/your-practice/ehealth/protecting-information/privacy
- The National Relay Service provides a phone solution for people who are deaf or have a speech or hearing impairment. Further information is available at http://relayservice.gov.au
- The Translating and Interpreting Service (TIS National) provides access to phone and onsite interpreting services in over 160 languages and dialects. Further information is available at www.tisnational.gov.au
• The Australian Health Practitioner Regulation Agency (AHPRA) provides information for practices on the guidelines for advertising regulated health services. This information can be found at www.ahpra.gov.au/Search.aspx?q=guidelines+for+advertising+regulated+health+services

• The World Health Organization (WHO) has published a safer primary care monograph on electronic tools which can be found at http://apps.who.int/iris/bitstream/10665/252374/1/9789241511667-eng.pdf?ua=1

CRITERION C1.3
Informed patient decisions

Practices may find the following resources and links useful when meeting this Criterion:

• The RACGP has an information sheet on informed consent which can be found at www.racgp.org.au/download/Documents/PracticeSupport/informedconsentinfosheet.pdf

• The National Prescribing Service (NPS) MedicineWise website provides an online version of leaflets produced by pharmaceutical companies which is available to the general public at www.nps.org.au/medicines

• Reliable health information from the Department of Health is available at www.healthdirect.gov.au

• The National Health and Medical Research Council (NHMRC) has several resources that deal with consumers engaging in health research and dialogue with health professionals, including information about shared decision making between clinicians and patients, available at www.nhmrc.gov.au/health-topics/talking-your-health-professional


• The Australian Commission on Safety and Quality in Health Care (ACSQHC) encourages patients to actively discuss with their healthcare provider the purpose, importance, benefits and risks associated with their care. Further information is available at www.safetyandquality.gov.au/publications/10-tips-for-safer-health-care

CRITERION C1.4
Interpreter and other communication services

Practices may find the following resources and links useful when meeting this Criterion:

• The Department of Social Services provides free interpreting services for general practitioners (GPs) (delivered by TIS National) when providing Medicare-rebateable consults in private practice to non-English speaking patients. These include the Doctors Priority Line (a free telephone interpreting service, available 24 hours a day, seven days a week) and onsite interpreting services (available subject to interpreter availability).
• Information on these services is available at www.dss.gov.au/free-interpreting or by calling 1300 575 847.

• A list of websites providing online translation services is available at www.word2word.com/free.html

• A free AUSLAN interpreting service for patients who are deaf is available at www.nabs.org.au

• Information about communicating with a person with impaired communication is available at the following websites
  – www.betterhealth.vic.gov.au
  – www.dhs.vic.gov.au
  – www.caus.com.au

• The Centre for Developmental Disability Health provides information about communicating with a person with an intellectual disability at www.cddh.monashhealth.org

• Multicultural NSW has some useful information about interpreting and translation, available at http://multicultural.nsw.gov.au/our_services/interpreting_translation

• NPS MedicineWise works with other organisations to create resources that provide information for culturally and linguistically diverse communities on the quality use of medicines. Further information is available at www.nps.org.au/translated-health-information-about-medicines

• The Victorian Government has a translations facility at www.healthtranslations.vic.gov.au


• Multimedia resources providing health information in spoken languages for people of refugee backgrounds are available at www.communityhealthhub.com.au

• Translated health information for culturally and linguistically diverse communities are available at www.materonline.org.au/services/refugee-services/refugee-health-resources/resources-for-patients/translated-health-information

• Aboriginal and Torres Strait Islander interpreter services in the Northern Territory are available at https://nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service/about-the-aboriginal-interpreter-service

• Interpreter services for the Kimberley are available at www.kimberleyinterpreting.org.au

• A guide setting out good communication tips for talking to people with dementia is available at www.fightdementia.org.au/research-and-publications/papers-and-evaluations/talk-to-me


• The NSW Government has an appointment reminder tool that can be used to translate the appointment into your patient’s language, which is available at www.swslhd.nsw.gov.au/refugee/appointment

• Cancer Council Victoria has a multilingual resource available at www.cancervic.org.au/languages
CRITERION C1.5

Costs associated with care initiated by the practice

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Medicare Benefits Schedule (MBS) fee summary provides members with a quick and easy reference to item numbers and billing costs relevant to general practice. It is available at www.racgp.org.au/your-practice/business/billing/mbs

- Further information on the MBS is available at www.mbsonline.gov.au

- The Australian Medical Association (AMA) publishes fees lists and an indexation calculator, which are available to AMA members at www.ama.com.au/resources/fees-list
Standard 2

Rights and needs of patients

Indicators in this section of the Standards address delivery of respectful and culturally appropriate care, the presence of a third party during a consultation, and access to services.

CRITERION C2.1

Respectful and culturally appropriate care

Practices may find the following resources and links useful when meeting this Criterion:

- RACGP Aboriginal and Torres Strait Islander Health has developed
  - An introduction to Aboriginal and Torres Strait Islander cultural protocols and perspectives. This document provides background information on Aboriginal and Torres Strait Islander perspectives, along with an understanding of important protocols and other relevant cultural issues. It is available at www.racgp.org.au/yourracgp/faculties/aboriginal/guides/cultural-protocols
- The federal Disability Discrimination Act 1992, as well as various state and territory disability services acts and equal opportunity acts, prohibit the discriminatory treatment of people based on their personal characteristics. Further information, and guides to the relevant legislation and links to state and territory agencies, is provided by the Australian Human Rights Commission at www.humanrights.gov.au
- The World Health Organization (WHO) has published a safer primary care monograph on patient engagement, available at http://apps.who.int/iris/bitstream/10665/252269/1/9789241511629-eng.pdf?ua=1
CRITERION C2.2

Presence of a third party during a consultation

Practices may find the following resources and links useful when meeting this Criterion:

- More information on guardianship is available at www.humanrights.gov.au/publications/rights-people-disabilities-areas-need-increased-protection#app1

CRITERION C2.3

Accessibility of services

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Rebirth of a clinic: A design workbook for architecture in general practice and primary care is available for purchase at www.racgp.org.au/publications/ordering/tools
- When a new practice building is planned or renovations are to be undertaken, practices need to be aware of changed requirements, including
  - improvements in signage in relation to accessible facilities
  - increases in the number of accessible entrances and doorways to buildings
  - increases in circulation space requirements in most areas such as in lifts, accessible toilets and at doorways
  - the introduction of a requirement for passing and turning spaces on passage ways in some contexts.
Standard 3

Practice governance and management

Indicators in this section of the Standards address the overall structures, systems and processes that help practices provide high-quality, safe care.

CRITERION C3.1

Business operation systems

Practices may find the following resources and links useful when meeting this Criterion:

  The toolkit consists of 13 modules which can also be purchased individually at www.racgp.org.au/publications/ordering/tools
  The modules are:
  - Module 1: Professional career management
  - Module 2: Practice assessment
  - Module 3: Business structures
  - Module 4: Starting a medical practice
  - Module 5: Business plans
  - Module 6: Practice teams and leadership
  - Module 7: Managing financial resources
  - Module 8: Managing people
  - Module 9: Technology in general practice
  - Module 10: Managing quality
  - Module 11: Managing the wellbeing of staff and self
  - Module 12: Clinical governance
  - Module 13: Closing a medical practice


CRITERION C3.2

Accountability and responsibility

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Employer guide (3rd edition) has been developed for GP employers and other members of the practice leadership team to assist in adopting effective human resource processes. It is available for members to download at www.racgp.org.au/your-practice/business/employment/employer-guide and can also be purchased at www.racgp.org.au/publications/ordering/tools
• The RACGP’s *Employee guide* (3rd edition) has been developed for GP employees and independent contractors working in general practice. It presents ideas and issues to consider when seeking employment in general practice. It is available for members to download at www.racgp.org.au/your-practice/business/employment/employee-guide and can also be purchased at www.racgp.org.au/publications/ordering/tools

• The Fair Work Commission is Australia’s national workplace relations tribunal. It has information for employees and employers (including small business employers). Further information is available at www.fwc.gov.au

• To assist employers to interpret and understand the *Fair Work Act 2009*, free employer advice is available on 1300 683 538 or at www.fairworkhelp.com.au

• The Australian Practice Nurses Association has developed a suite of resources related to the employment of practice nurses in general practices. These resources are available at http://healthypractices.apna.asn.au


• The Australian Commission on Safety and Quality in Health Care (ACSQHC) has developed the *Complaints management handbook for healthcare services*. It is available at www.safetyandquality.gov.au/wp-content/uploads/2012/01/complntmgmthbk.pdf

### CRITERION C3.3

**Emergency response plan**

Practices may find the following resources and links useful when meeting this Criterion:

• The RACGP’s *Managing pandemic influenza in general practice* (2nd edition) is designed to educate the practice team when responding to an influenza pandemic. It is available at www.racgp.org.au/your-practice/business/tools/disaster/pandemics

• The RACGP’s *Infection prevention and control standards for general practices and other office-based and community-based practices* (5th edition) is a guide to assist health professionals and other staff implementing procedures involving infection prevention and control. Topics include: how micro-organisms are acquired and grown; the use of standard and additional precautions; the correct use of personal protective equipment; the correct use of high filtration and surgical masks (eg N95/P2 masks); cleaning the practice environment and equipment; triage and disease surveillance systems in the general practice. It is available at www.racgp.org.au/your-practice/standards/infectioncontrol

• The RACGP’s online Emergency Response Planning Tool (ERPT) was developed to assist general practices to better prepare for, respond to and recover from the impacts of emergencies and pandemics. The ERPT is subject to a subscription fee. Further information is available at www.racgp.org.au/your-practice/business/tools/disaster/erpt
CRITERION C3.4

Practice communication and teamwork

Practices may find the following resources and links useful when meeting this Criterion:

- The Medical Board of Australia has developed Good medical practice: A code of conduct for doctors in Australia, available at www.medicalboard.gov.au/Codes-Guidelines-Policies.aspx

CRITERION C3.5

Work health and safety

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has published a useful tool to assist practices to deal with distressing situations and to keep staff safe. General practice – A safe place: A guide for the prevention and management of patient-initiated violence is available at www.racgp.org.au/your-practice/business/tools/safetyprivacy/gpsafeplace
- The RACGP provides counselling for GPs facing crises in their professional or personal lives. Appointments for face-to-face or telephone counselling can be made by calling 1300 366 789 during business hours (pre-booking is essential). For traumatic incidents or crisis counselling call 1800 451 138 (24 hours a day, seven days a week).
- The RACGP acknowledges the pressures of working in general practice and has developed a special self-care guide for GPs. Keeping the doctor alive: A self-care guidebook for medical practitioners provides strategies to deal with stress is available for members to download at www.racgp.org.au/your-practice/business/tools/support/keeping-the-doctor-alive and can also be purchased at www.racgp.org.au/publications/ordering/tools
- The Doctors’ Health Advisory Service provides assistance for colleagues who may be in difficulty. Contact details for advisory services in each state and territory are available at www.dhas.org.au
- The Australian Association of Practice Management offers resources for its members at www.aapm.org.au
- The AMA also has the following useful pages as reference material
• Safe Work Australia coordinates and develops national policy and strategies. It is also a good resource if practices need to find the regulator in their state or territory. Further information is available at www.safeworkaustralia.gov.au

• A useful resource from the NSW Department of Health on a zero tolerance towards violence is available at www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_001.pdf

CRITERION C3.6

Research

Practices may find the following resources and links useful when meeting this Criterion:

• Further information about research in general practice, including the requirements for ethics approval, can be found in the National Health and Medical Research Council’s (NHMRC’s) ‘National statement on ethical conduct in human research’, available at www.nhmrc.gov.au/_files_nhmrc/file/publications/synopses/e72-jul09.pdf

• The NHMRC also provides human research ethics information at www.nhmrc.gov.au/_files_nhmrc/file/health_ethics/hrecs/att_2_-_list_of_human_research_ethics_committees_registered_with_nhmrc_feb_2016.pdf

• Information on ethical research in Australian Indigenous studies is available at http://aiatsis.gov.au/research/ethical-research/guidelines-ethical-research-australian-indigenous-studies
**Standard 4**

Health promotion and preventive activities

The Indicator in this section of the Standards focuses on practices providing information to their patients on health promotion, illness prevention and preventive care.

**CRITERION C4.1**

Health promotion and preventive care

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s *Guidelines for preventive activities in general practice* (Red Book) is available at www.racgp.org.au/guidelines/redbook
- The RACGP’s *Putting prevention into practice: Guidelines for the implementation of prevention in the general practice setting* (Green Book) is available at www.racgp.org.au/greenbook
- The RACGP’s *Smoking, nutrition, alcohol and physical activity (SNAP): A population health guide to behavioural risk factors in general practice* provides a framework for GPs to work with patients on lifestyle risk factors, available at www.racgp.org.au/your-practice/guidelines/snap
- gplearning is the RACGP’s online portal that provides general practice education. The learning modules are available at www.racgp.org.au/education/courses/gplearning
- The National Vascular Disease Prevention Alliance provides an Australian absolute cardiovascular disease risk calculator at www.cvdcheck.org.au
- Information on cancer screening is available at www.cancerscreening.gov.au
- The Australian type 2 diabetes risk assessment tool (AUSDRISK) is an evidence-based diabetes risk assessment tool that can directly link into the provision of a lifestyle modification program for patients who are found to be at risk of diabetes. The tool is available at www.health.gov.au/internet/main/publishing.nsf/Content/chronic-diab-prev-aus
- Dietary guidelines providing evidence-based recommendations on how to eat a healthy diet to maintain good health are available at www.eatforhealth.gov.au
- Exercise and Sports Science Australia (ESSA) is the peak professional body representing exercise and sports science professionals. ESSA provides a range of resources to support physical activity participation, including
  - Exercise is medicine, available at http://exerciseismedicine.com.au
  - a search function to locate accredited exercise physiologists at www.essa.org.au
- The World Health Organization (WHO) has published a series of educative monographs on safer primary care. These monographs explore the magnitude and nature of harm in the primary care setting from a number of different angles. They aim to raise awareness about issues that could be targeted for improving the safety of primary care and are available at www.who.int/patientsafety/topics/primary-care/technical_series/en
**Standard 5**

**Clinical management of health issues**

Indicators in this section of the Standards focus on accessing the relevant clinical information to facilitate the diagnosis and management of health issues.

**CRITERION C5.1**

Diagnosis and management of health issues

Guidelines on clinical care are available from the following sources:

- The RACGP’s *Guidelines for preventive activities in general practice* (Red Book) is available at www.racgp.org.au/guidelines/redbook
- The RACGP’s *Medical care of older persons in residential aged care facilities* (Silver Book) is available at www.racgp.org.au/guidelines/silverbook
- The RACGP’s *Putting prevention into practice: Guidelines for the implementation of prevention in the general practice setting* (Green Book) is available at www.racgp.org.au/greenbook
- The RACGP’s *Smoking, nutrition, alcohol and physical activity (SNAP): A population health guide to behavioural risk factors in general practice* provides a framework for GPs to work with patients on lifestyle risk factors. It is available at www.racgp.org.au/guidelines/snap
- Cancer Council Australia’s Clinical Guidelines Network has developed high standards of preparation and evaluation for health professionals. Further information is available at www.cancer.org.au/healthprofessionals/clinicalguidelines.htm
- Australian medicines handbook is available at https://shop.amh.net.au
- The Central Australian Rural Practitioners Association provides treatment and reference manuals at www.carpa-standard-treatment-manual-6th-edition
- Cochrane Australia’s library, http://australia.cochrane.org/cochrane-library
- National Aboriginal Community Controlled Health Organisation, www.naccho.org.au
- The National Health and Medical Research Council’s (NHMRC’s) published guidelines and publications at www.nhmrc.gov.au/guidelines/index.htm
- National Prescribing Service (NPS), www.nps.org.au
- The Royal Children’s Hospital Melbourne provides clinical guidelines, available at www.rch.org.au/clinicalguide
- Therapeutic Guidelines are available for purchase at www.tg.org.au
- The Australian Institute of Health and Welfare’s (AIHW’s) report *Australia’s health 2016* profiles current health issues, and is available at www.aihw.gov.au/publication-detail/?id=60129555544
The Department of Veterans’ Affairs has released a therapeutic brief as part of the Veterans’ MATES project, *Getting your patients on board: The annual diabetes cycle of care*. This focuses on veteran patients recently diagnosed with diabetes and supports the early implementation of the diabetes cycle of care. Copies of the therapeutic brief and veteran brochure have been mailed to all GPs who treat veterans identified in the Repatriation Pharmaceutical Benefits Scheme (RPBS) dispensing data, as well as to veteran patients who have been initiated on a diabetes medicine in the last four years, or who have received a service indicative of a patient with recently diagnosed diabetes. For further information visit [www.veteransmates.net.au/topic-43](http://www.veteransmates.net.au/topic-43).


The World Health Organization (WHO) has published a safer primary care monograph on diagnostic errors which can be found here [http://apps.who.int/iris/bitstream/10665/252410/1/9789241511636-eng.pdf?ua=1](http://apps.who.int/iris/bitstream/10665/252410/1/9789241511636-eng.pdf?ua=1).

**CRITERION C5.2**

*Clinical autonomy for practitioners*

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a number of resources relating to appropriate diagnostic testing, including
  - a position statement, ‘Responding to patient requests for tests not considered clinically appropriate’
  - a patient information sheet on appropriate diagnostic testing
  - a template letter to complementary and alternative medicine practitioners regarding appropriate diagnostic testing.


- Further information on health practitioner codes of conduct is available at [www.ahpra.gov.au](http://www.ahpra.gov.au).


CRITERION C5.3

Clinical handover

Practices may find the following resources and links useful when meeting this Criterion:


- The AMA provides information on transfer of patients from general care to hospitals. This information is located at https://ama.com.au/position-statement/general-practicehospitals-transfer-care-arrangements-2013


- The ACSQHC also has a resource relating to clinical handover improvement, available at www.safetyandquality.gov.au/our-work/clinical-communications/clinical-handover/ossie-guide
Standard 6

Information management

Indicators in this section of the Standards address the structures, systems and processes to support how practices manage patient information.

CRITERION C6.1
Patient identification

Practices may find the following resources and links useful when meeting this Criterion:


- Rand Corporation, a nonprofit research organisation, provides further information about the importance of correctly identifying patients at www.rand.org/pubs/monographs/MG753.html


CRITERION C6.2
Patient health record systems

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP’s A guide for hardware and software requirements in general practice is designed to assist general practices when determining IT requirements. It is available at www.racgp.org.au/your-practice/ehealth/additional-resources/requirements

CRITERION C6.3
Confidentiality and privacy of health and other information

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Privacy and managing health information in general practice provides further information about safeguards and procedures required by general practices in order to meet appropriate legal and ethical standards concerning the privacy and security of patient records. This resource is available at www.racgp.org.au/your-practice/ehealth/protecting-information/privacy
• A guide for practices in meeting the legal obligations of the Australian Privacy Principles is available at www.racgp.org.au/download/Standards/cis-appcompliance.pdf

• The RACGP has developed a privacy policy template to assist general practices in complying with the requirements of the Australian Privacy Principles. This is available at www.racgp.org.au/your-practice/ehealth/protecting-information/privacy

• The RACGP’s Managing external requests for patient information provides guidance for general practices about which data elements are to be extracted from a patient’s electronic medical record when responding to an external request for their record. This document is to be used after the decision has been made by the practice to provide a third party with a copy of (or part of) a patient’s medical record. This resource is available at www.racgp.org.au/your-practice/ehealth/optimus/managing

• The RACGP’s Guide for the use of social media in general practice provides information on social media’s advantages and disadvantages, tips for using social media in the general practice context and a policy template that can be adapted to your practice. It is available at www.racgp.org.au/your-practice/ehealth/social-media/guide

• The RACGP’s Practice Incentive Program eHealth Incentive (ePIP) provides good reference material relating to the eHealth Incentive, My Health Record, secure messaging, clinical coding and electronic transfer of prescriptions requirements. It is available at www.racgp.org.au/your-practice/ehealth/optimus/epip/resources

• The Australian Health Practitioner Regulation Agency (AHPRA) has developed a social media policy for registered health practitioners. It is available at www.atsihealthpracticeboard.gov.au/Codes-Guidelines/Social-media-policy.aspx

• The Australian Medical Association (AMA) has useful information about online professionalism for medical practitioners and medical students. It is available at https://ama.com.au/article/social-media-and-medical-profession


• The OAIC lists each state and territory’s privacy legislation, available at www.oaic.gov.au/privacy-law/other-privacy-jurisdictions

Other relevant legislation may also apply and practices are encouraged to check their own state or territory’s legislative requirements relating to health records and information privacy, to ensure compliance.

CRITERION C6.4

Information security

Practices may find the following resources and links useful when meeting this Criterion:

• The RACGP’s Computer and information security standards (2nd edition) provides practices with information and recommendations that will raise awareness of contemporary security issues and help protect against exposure to loss of sensitive data. This resource is available at www.racgp.org.au/your-practice/ehealth/protecting-information/ciss
The RACGP’s Effective solutions for e-waste in your practice provides information and advice on how to safely, thoughtfully and correctly recycle and dispose of e-waste from your practice. It is available at www.racgp.org.au/your-practice/ehealth/protecting-information/e-waste

The RACGP has developed some guidance for practices on the use of email in general practice. This information is available at www.racgp.org.au/your-practice/ehealth/protecting-information/email


The National eHealth security and access framework, created by the Australian Government’s Digital Health Agency, provides standards, tools and guides to build and implement secure systems. It is available at www.nehta.gov.au/implementation-resources/ehealth-foundations/national-ehealth-security-and-access-framework

The OAIC has information on handling personal information security breaches, available at www.oaic.gov.au/agencies-and-organisations(guides/data-breach-notification-a-guide-to-handling-personal-information-security-breaches


**Standard 7**

**Content of patient health records**

Indicators in this section of the Standards describe the various elements required for a practice to meet to ensure patient health records are accurate and comprehensive.

**CRITERION C7.1**

**Content of patient health records**

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s *Quality health records in Australian primary healthcare* has been designed to assist health professionals produce, manage and use high-quality health records. It is available at [www.racgp.org.au/download/Documents/PracticeSupport/2013qualityhealthrecords.pdf](http://www.racgp.org.au/download/Documents/PracticeSupport/2013qualityhealthrecords.pdf)


- The RACGP’s *Smoking, nutrition, alcohol and physical activity (SNAP): A population health guide to behavioural risk factors in general practice* provides a framework for GPs to work with patients on lifestyle risk factors. It is available at [www.racgp.org.au/your-practice/guidelines/snap](http://www.racgp.org.au/your-practice/guidelines/snap)


- The Australian Medical Association (AMA) (Victoria) has released an online learning resource, ‘Advance care planning: Have the conversation’. It is a free online training resource relevant for practitioners working with their patients. This site will require you to log in and can be accessed at [https://amavic.mygo1.com](https://amavic.mygo1.com)

- Advance Care Planning Australia has a useful website with information for health professionals at [http://advancecareplanning.org.au](http://advancecareplanning.org.au)

The following links are to each state and territory’s legislation and requirements for the retention of health records (please note, this information is subject to change):

**Australian Capital Territory**

- *Health Records (Privacy and Access) Act 1997*  

**New South Wales**

- *Health Records and Information Privacy Act 2002*  

- *Health Practitioner Regulation (New South Wales) 2010*  

- *State Records Act 1998*  
Northern Territory

- Information Act 2017

Queensland

- Public Records Act 2002

South Australia

- State Records Act 1997

Tasmania

- Archives Act 1983
  www.thelaw.tas.gov.au/tocview/index.w3p;cond=;doc_id=76%2B%2B1983%2B%40EN%2BB20161025000000;histon=;pdfauthverid=;prompt=;rec=;rtfauthverid=;term=;webauthverid

Victoria

- Health Records Act 2001

Western Australia

- State Records Act 2000
Standard 8

Education and training of the practice team

Indicators in this section of the Standards focus on the systems that the practice uses to verify employees’ qualifications, and ensure that each employee receives continuing education and training that is appropriate for their role.

CRITERION C8.1

Education and training of non-clinical staff

Practices may find the following resource and link useful when meeting this Criterion:

- The Australian Resuscitation Council guidelines on instructor competencies for cardiopulmonary resuscitation (CPR) training are available at http://resus.org.au/guidelines
Quality Improvement module

Standard 1
Quality improvement

Standard 2
Clinical indicators

Standard 3
Clinical risk management
Standard 1

Quality improvement

Indicators in this section of the Standards are directly related to the implementation of quality improvement activities within the practice, including ensuring that the practice team is engaged with this process.

CRITERION QI1.1

Quality improvement activities

Practices may find the following resources and links useful when meeting this Criterion:

- The January–February 2007 issue of the RACGP's Australian Family Physician (AFP) discussed the theory of quality improvement in general practice and included an examination of the RACGP's quality framework, and is available at www.racgp.org.au/afp/200701
- The RACGP’s Quality Improvement and Continuing Professional Development (QI&CPD) Program offers a wealth of quality improvement tools and guides including clinical audit mechanisms. Further information is available at www.racgp.org.au/education/qicpd-program
- The RACGP has produced and endorsed a wide range of guidelines to assist GPs and practice teams in their work. These resources are available at www.racgp.org.au/your-practice/guidelines
- The National Prescribing Service (NPS) offers free quality improvement activities that help GPs review their prescribing habits, available at www.nps.org.au/cpd
- Australian Primary Care Collaboratives offer learning workshops on a model for improvement at www.apcc.org.au
- The Measurement for improvement toolkit is produced by the Australian Commission on Safety and Quality in Health Care (ACSQHC) and is available at www.safetyandquality.gov.au/wp-content/uploads/2012/01/measurement-for-improvement-toolkit-a.pdf

CRITERION QI1.2

Patient feedback

Practices may find the following resources and links useful when meeting this Criterion:

- Practices should try to resolve patient complaints themselves. If the matter cannot be resolved, the relevant health complaints commissioner can be contacted by the practice or by the patient for advice and possible mediation. Section 3 of the Medical Board of Australia’s Good medical practice: A code of conduct for doctors in Australia contains advice about managing complaints at the practice level. This is available at www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx
CRITERION QI1.3

Improving clinical care

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP’s *Putting prevention into practice: Guidelines for the implementation of prevention in the general practice setting* (Green Book) has a section on the Plan, do, study, act (PDSA) cycle – a useful way of undertaking quality improvement. It is available at www.racgp.org.au/your-practice/guidelines/greenbook/prevention-in-general-practice/planning-for-prevention/plan,-do,-study,-act-cycle
Standard 2

Clinical indicators

Indicators in this section of the Standards relate to areas that help practitioners to provide high-quality clinical care to their patients.

CRITERION QI2.1

Health summaries

Practices may find the following resource and link useful when meeting this Criterion:

- The RACGP’s Digital business kits provide a suite of resources and general guidance to promote the adoption and meaningful use of technologies in general practice. Kit 1.5 includes some information on health summaries and is available at www.racgp.org.au/digital-business-kit/national-ehealth-records-system

CRITERION QI2.2

Safe and quality use of medicines

Practices may find the following resources and links useful when meeting this Criterion:

- The Department of Health’s National Medicines Policy aims to improve positive health outcomes for Australians through their access to and use of medicines. Further information is available at www.health.gov.au/nationalmedicinespolicy

- Consumer Medicines Information can assist patients in understanding their medicines. Where patients cannot understand written language or where information is not available in the patient’s language, the use of pictorial media or translators may be appropriate. It is particularly important that patients understand the difference between generic drugs and trade named drugs so dosage problems are avoided. Further information is available at www.tga.gov.au/consumer-medicines-information-cmi


This document includes a list of resources, including

- the National Prescribing Service (NPS), www.nps.org.au or 1300 888 763


• Community pharmacists can assist in providing a comprehensive review of a patient’s medicines and feedback to the GP, either through an in-pharmacy Medicines Use Review or an in-depth Home Medicines Review.

• For information on jurisdictional requirements relating to Schedule 4 and 8 medicines, refer to the drugs and poisons branch of the relevant jurisdiction:

<table>
<thead>
<tr>
<th>Australian Capital Territory</th>
<th>South Australia</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>New South Wales</th>
<th>Tasmania</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Northern Territory</th>
<th>Victoria</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Queensland</th>
<th>Western Australia</th>
</tr>
</thead>
</table>

• The NPS Medicines Line (1300 633 424) is a telephone service providing consumers with information on prescription, over-the-counter and complementary (herbal, ‘natural’, vitamin and mineral) medicines. Patients can be referred from anywhere in Australia for the cost of a local phone call (calls from mobiles may cost more).


• The Department of Health’s Therapeutic Goods Administration safeguards and enhances the health of the Australian community through the regulation of therapeutic goods. Further information is available at www.tga.gov.au

• Further information on medicine-wise approaches is available at www.nps.org.au/topics/how-to-be-medicine-wise/managing-your-medicines/medicines-list


• The World Health Organization (WHO) has published a safer primary care monograph on medication errors, available at http://apps.who.int/iris/bitstream/10665/252274/1/9789241511643-eng.pdf?ua=1
Standard 3

Clinical risk management

Indicators in this section of the Standards support a practice’s implementation of an appropriate clinical risk management system, in order to ensure that quality care is provided.

CRITERION QI3.1
Managing clinical risks

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Clinical risk management in general practice. This quality and safety improvement guide and education resource for individual and group-based learning is available for members to download at www.racgp.org.au/your-practice/business/tools/safetyprivacy. It can also be purchased at www.racgp.org.au/publications/ordering/tools.


CRITERION QI3.2
Open disclosure

Practices may find the following resource and link useful when meeting this Criterion:

- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has valuable information on open disclosure, available at www.safetyandquality.gov.au/search/open+disclosure.
General Practice module

Standard 1
Access to care 34

Standard 2
Comprehensive care 35

Standard 3
Qualifications of our clinical team 37

Standard 4
Reducing the risk of infection 38

Standard 5
The medical practice 40

Standard 6
Vaccine potency 41
Standard 1

Access to care

Indicators in this section of the Standards specify the care that general practices and clinicians need to directly provide to their patients, as well as the systems that support patient care.

CRITERION GP1.1
Responsive system for patient care

Practices may find the following resources and links useful when meeting this Criterion:


CRITERION GP1.2
Home and other visits

Practices may find the following resource and link useful when meeting this Criterion:


CRITERION GP1.3
Care outside normal opening hours

Practices may find the following resource and link useful when meeting this Criterion:

- The Department of Health describes the arrangements for after hours primary healthcare at www.health.gov.au/internet/main/publishing.nsf/Content/primary-ahphc
Standard 2

Comprehensive care

Indicators in this section of the Standards relate to the requirements for practices to provide comprehensive care to patients, the systems in place and the coordination of care outside the practice.

CRITERION GP2.1

Continuous and comprehensive care

Practices may find the following resources and links useful when meeting this Criterion:

- The Australian Medical Association (AMA) (Victoria) has released an online learning resource, ‘Advance care planning: Have the conversation’. It is a free online training resource relevant for practitioners working with their patients. This site will require you to log in and can be accessed at https://amavic.mygo1.com
- Advance Care Planning Australia, http://advancecareplanning.org.au

CRITERION GP2.2

Follow-up systems

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a number of resources to assist practices with using email in general practice. These resources are available at www.racgp.org.au/your-practice/ehealth/protecting-information/email

CRITERION GP2.3

Engaging with other services

Practices may find the following resources and links useful when meeting this Criterion:

- The AMA has information on its website about Medicare requirements for referrals to specialists and consultant physicians, available at https://ama.com.au/article/medicare-requirements-referrals-specialists-and-consultant-physicians
- The National Disability Insurance Scheme provides information on the support mechanisms available to people with disability, available at www.ndis.gov.au
CRITERION GP2.4

Transfer of care and the practitioner–patient relationship

Practices may find the following resources and links useful when meeting this Criterion:


- The World Health Organization (WHO) has published a safer primary care monograph on transitions of care which can be found at http://apps.who.int/iris/bitstream/10665/252272/1/9789241511599-eng.pdf?ua=1
**Standard 3**

**Qualifications of our clinical team**

Indicators in this section of the Standards focus on the systems the practice uses to verify qualifications and training of the clinical team.

**CRITERION GP3.1**

Qualifications, education and training of healthcare practitioners

Practices may find the following resources and links useful when meeting this Criterion:


- The Australian Health Practitioner Regulation Agency (AHPRA) sets out the registration and accreditation requirements for health practitioners. Further information is available at [www.ahpra.gov.au](http://www.ahpra.gov.au)


- The Australian Commission on Safety and Quality in Health Care (ACSQHC) has a standard for credentialing and defining the scope of clinical practice. This resource is available at [www.safetyandquality.gov.au/our-work/credentialling](http://www.safetyandquality.gov.au/our-work/credentialling)

- The Australian Medical Association (AMA) (Victoria) has released an online learning resource, ‘Advance care planning: Have the conversation’. It is a free online training resource relevant for practitioners working with their patients. This site requires you to log in and can be accessed at [https://amavic.mygo1.com](https://amavic.mygo1.com)

- The World Health Organization (WHO) has published a safer primary care monograph on education and training which can be found at [http://apps.who.int/iris/bitstream/10665/252271/1/9789241511605-eng.pdf?ua=1](http://apps.who.int/iris/bitstream/10665/252271/1/9789241511605-eng.pdf?ua=1)
Standard 4

Reducing the risk of infection

Indicators in this section of the Standards specify the requirements for practices regarding infection prevention and control, including sterilisation.

CRITERION GP4.1

Infection prevention and control, including sterilisation

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has useful resources, including
  - Infection prevention and control standards for general practices and other office-based and community-based practices (5th edition), which provides information on infection control principles for general practices. It is available at www.racgp.org.au/your-practice/standards/infectioncontrol
  - gplearning contains a learning module called ‘Helping patients make informed decisions: Communicating benefits and harms’. This can be accessed by RACGP members at http://gplearning.racgp.org.au/User/Course/Stage/8960
  - a range of fact sheets relating to disaster recovery management, available at www.racgp.org.au/your-practice/business/tools/disaster

- Hand Hygiene Australia has a webpage illustrating ‘Five moments for hand hygiene’, available at www.hha.org.au/home/5-moments-for-hand-hygiene.aspx and information on the National Hand Health Hygiene Initiative can be found at www.hha.org.au


- The Department of Health’s Infection control guidelines is available at www.health.gov.au/internet/main/publishing.nsf/content/icg-guidelines-index.htm


• A preview of the Australian/New Zealand standard Office-based health care facilities – Reprocessing of reusable medical and surgical instruments and equipment, and maintenance of the associated environment is available to view (the remainder of the document is available for purchase) at www.saiglobal.com/PDFTemp/Previews/OSH/AS/AS4000/4800/4815-2006.pdf

• The National Health and Medical Research Council (NHMRC) provides guidelines on prevention and control of infection in healthcare, which can be found at www.nhmrc.gov.au/book/html-australian-guidelines-prevention-and-control-infection-healthcare-2010

• The National Prescribing Service (NPS) MedicineWise Learning website contains online courses that deal with antimicrobial prescribing in hospital settings. They are available at http://learn.nps.org.au/course/index.php?categoryid=79

• NPS MedicineWise provides other valuable resources, including

• The Australian Commission on Quality and Safety in Health Care (ACSQHC) has information on antimicrobial stewardship available at www.safetyandquality.gov.au/our-work/healthcare-associated-infection/antimicrobial-stewardship

• The ACSQHC has also published the Antimicrobial stewardship clinical care standard which can be accessed at www.safetyandquality.gov.au/wp-content/uploads/2014/11/Antimicrobial-Stewardship-Clinical-Care-Standard-web.pdf

• The Royal College of General Practitioners in the United Kingdom has published an antibiotics toolkit which helps to influence prescribers’ and patients’ personal attitudes, social norms and perceived barriers to antibiotic prescribing. It is available at www.rcgp.org.uk/TARGETantibiotics

• The University of Queensland has created some sample resources about antibiotics, including
Standard 5

The medical practice

Indicators in this section of the Standards explain the equipment that practices are required to have to provide general practice services.

CRITERION GP5.1

Practice facilities

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP’s Rebirth of a clinic: A design workbook for architecture in general practice and primary care assists practices with the design and layout of practice facilities which are fit for purpose and address security needs. It is available for purchase at www.racgp.org.au/publications/ordering/tools

- The RACGP has a fact sheet on electrical wiring when renovating a practice. It is available at www.racgp.org.au/download/Documents/Standards/Fact%20sheets/electricalinstallations-factsheet.pdf

CRITERION GP5.2

Practice equipment

Practices may find the following resource and link useful when meeting this Criterion:


CRITERION GP5.3

Doctor’s bag

Practices may find the following resources and links useful when meeting this Criterion:

- A list of the medications available for a doctor’s bag is available at www.pbs.gov.au/browse/doctorsbag

- Paediatric drugs and dosages are available on The Royal Children’s Hospital Melbourne’s website, at www2.rch.org.au/clinicalguide/forms/drugDoses.cfm
Standard 6

Vaccine potency

Indicators in this section of the Standards specify the requirements for the management and storage of vaccines.

CRITERION GP6.1

Maintaining vaccine potency

Practices may find the following resources and links useful when meeting this Criterion:

- The RACGP has a fact sheet on cold chain management. It is available at www.racgp.org.au/download/Documents/Standards/Fact%20sheets/standardsfactsheet_coldchainmanagement.pdf

- The National vaccine storage guidelines – Strive for 5 (2nd edition) contains a number of self-audit and other templates to assist with the recording of vaccine storage. This resource is available at www.health.gov.au/internet/immunise/publishing.nsf/content/IMM77-cnt
