



# Practice nurses, practice managers and reception staff

You are invited to attend a workshop on:

## Triage: a team approach

Presented by Lynne Walker and Judy Evans from *walkerevans* consulting

Effective triage requires a 'whole of practice' approach with agreed practice procedures which reflect sound practice policy. It requires teamwork and effective communication skills. Front office staff and clinical staff have an important role in the assessment of patients seeking an appointment when there is non available. This interactive workshop is designed to give practice staff an opportunity to identify what their triage role is and what communication pathways and practice policy will support this role.

### At the completion of this workshop you will:

- \* Identify the role of communication in implementing the core principals of triage in general practice
- \* Identify the barriers to effective triage
- \* Identify the roles, boundaries and interactions between clinical and non-clinical staff
- \* Identify the role of policy development and risk management in triage

**Date:** Tuesday 24<sup>th</sup> March 09  
**Time:** 6.30pm – 8.30pm  
**Venue:** John Scott meeting House  
 Latrobe University  
 Via Car Park (7)

Please note registrations commence at 6.15pm

### Registration Form

Please fill in this registration form and fax back to Janina by Thursday 19th March 2009

I would like to register my attendance for

#### Triage for general practice teams

Name(s): \_\_\_\_\_

Practice: \_\_\_\_\_ Position: \_\_\_\_\_

Telephone: \_\_\_\_\_ Dietary requirements: \_\_\_\_\_

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Maximising nursing in general practice

- Economic solutions
- Professional issues
- Triage
- MBS
- Evidence Based Practice



Lynne Walker

Lynne has worked in general practice nursing for the last ten years. During this time she has gained extensive experience working in a multidisciplinary environment, has been involved in setting up clinics, constantly promoting and expanding the role of the practice nurse.

Lynne has an interest in women's health, diabetes education and chronic disease management.



Judy Evans

Judy has worked for fourteen years as both a practice nurse and campus nurse.

Her campus nursing role has provided expertise in health promotion and adolescent health. Risk management, research and evidence based practice are included in Judy's interests and she is well known for her whole of practice approach to triage.

### Contact Us

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