

# Getting Started at Northern Health

## *An IMG Quick Induction Guide*

Prepared by: Andie Kliene [26.11.2021]

With Susie Sangas

*Version 1.2*

# Welcome to Northern!

Please find below some information to read through while you are 'enjoying' your hotel quarantine.

## Contents

Your IT Access .....	4
Northern Doctors Website .....	4
PMCV.....	4
Australian Healthcare Systems.....	5
Key Contacts.....	5
Next Steps.....	7
<b>AHPRA</b> .....	7
<b>Prior to Start</b> .....	8
<b>Prior to Payrun</b> .....	8
Other Business .....	9
<b>Daily Attestation</b> .....	9
<b>Hotel Quarantine Fees</b> .....	10
<b>Viewing Your Roster on RosterOn</b> .....	10
<b>What to Wear</b> .....	11
<b>Vaccination Status (COVID and Influenza)</b> .....	11
<b>Fit-Testing (for N95 masks)</b> .....	11
Current PPE Requirements .....	11
Which N95 should I use? .....	12
If you have been fit tested:.....	12
How to Book For a Fit Test: .....	12
How Long Will A Fit Test Take? .....	12
Red Zones:.....	12
In Preparation For Your Test: .....	13
<b>Mandatory Training</b> .....	13
<b>Overtime/Recall</b> .....	14
<b>Locum Shifts</b> .....	14
<b>Leave Requests</b> .....	14
Annual Leave .....	14

Exam Leave ..... 15

Conference Leave ..... 15

Sick/Personal Leave ..... 15

**Support & Wellbeing**..... 16

How to find the right supports for you?..... 16

External Supports..... 16

## Your IT Access

Your IT access details will be emailed to you by either the MWU coordinator for your first rotation, or another member of the MWU team. See below, [Key Contacts](#).

Please note that to activate your IT account, you will first need to log in onsite at the hospital.

Any issues with your IT access, you can contact the IT Service Hub Helpdesk on 03 8345 5555 (externally), internally (55555), or via [ServiceHub@nh.org.au](mailto:ServiceHub@nh.org.au).

## Northern Doctors Website

Please utilize the Northern Doctors website to assist with your time at Northern Health.

<https://northerndoctors.org.au/> | Password: *NorthernDoctors*

On the website you can find:

- Term Supervisors and contacts
- Starting a New Term/Orientation
- Unit Handbooks
- Rovers (Rolling or 'live' handovers for each rotation)
- Forms & Resources (including maps of each campus)
- JMSA (Junior Medical Staff Association) & Wellbeing
- Education & Tools
  - o HMO Education - 12.30pm – 1.30pm every Thursday via Teams – click on [link](#) to join the live program (any issues email: [medicaleducationunit@nh.org.au](mailto:medicaleducationunit@nh.org.au)).
  - o To watch the recordings of each session – visit the:
    - VIMEO HMO Education [showcase](#) – Password: NorthernDoctors2021
    - VIMEO IMG Education [showcase](#) – Password: NorthernDoctors2021

## PMCV

PMCV is the Post Graduate Medical Council for Victoria. They oversee intern and international graduates as well as do accreditation for medical education for junior doctors in hospitals and provide some of their own medical education/training resources.

- <https://www.pmcv.com.au/>
- <https://www.pmcv.com.au/professional-development-programs> - "Hitting the Ground Running" would have been great for you to have done already! However still may be of interest
- <https://www.pmcv.com.au/jmos>

## Australian Healthcare Systems

Some useful resources which walk through the health systems:

- <http://learnline.cdu.edu.au/nursing/ahcs/>
- <https://www.health.gov.au/about-us/the-australian-health-system>
- <https://www.aihw.gov.au/reports/australias-health/health-system-overview>
- <https://www.betterhealth.vic.gov.au/health/servicesandsupport/healthcare-system-in-Victoria>

## Key Contacts

### **JUNIOR MEDICAL WORKFORCE UNIT**

Debra Hutchinson | [Debra.Hutchinson@nh.org.au](mailto:Debra.Hutchinson@nh.org.au)

Acting Manager, Medical Workforce – 8405 8209

Michelle Rovetto | [Michelle.Rovetto@nh.org.au](mailto:Michelle.Rovetto@nh.org.au)

Surgical/Critical Care Coordinator, Medical Workforce – 8405 8045

Emma Tobin | [Emma.Tobin@nh.org.au](mailto:Emma.Tobin@nh.org.au) or [JMOEDQueries@nh.org.au](mailto:JMOEDQueries@nh.org.au)

Emergency Coordinator, Medical Workforce – 8405 2584

Kel D’Acri | [Kel.DAcri@nh.org.au](mailto:Kel.DAcri@nh.org.au)

Medicine Coordinator, Medical Workforce – 8405 2044

Natalie Williams | [Natalie.Williams@nh.org.au](mailto:Natalie.Williams@nh.org.au) or [JMOCordinatorQueries@nh.org.au](mailto:JMOCordinatorQueries@nh.org.au)

Sub Acute/Mental Health/O&G/Paediatrics Coordinator, Medical Workforce – 8405 2370

Andie Kliene | [Andie.Kliene@nh.org.au](mailto:Andie.Kliene@nh.org.au) or [NorthernDoctorsWorkforce@nh.org.au](mailto:NorthernDoctorsWorkforce@nh.org.au)

Admin/VISA/AHPRA, Medical Workforce – 8405 8276

Medical Workforce On-Call Phone

0438 201 362 (for after-hours calls on weekdays 1700 – 2200, or weekends 0700-2200)

JMO Onboarding Team | [NorthernWorkforceOnboarding@nh.org.au](mailto:NorthernWorkforceOnboarding@nh.org.au)

8405 8276

Liz Shaw | [Elizabeth.Shaw@nh.org.au](mailto:Elizabeth.Shaw@nh.org.au)

Acting Director, Junior Medical Workforce – 8405 2086

### **MEDICAL EDUCATION UNIT**

Medical Education Unit | [MedicalEducationUnit@nh.org.au](mailto:MedicalEducationUnit@nh.org.au)

8468 0758

Susie Sangas | [Susie.Sangas@nh.org.au](mailto:Susie.Sangas@nh.org.au)

Orientation/Education/Medical Education Manager – 8468 0758

Dr Alison Giles | [Alison.Giles@nh.org.au](mailto:Alison.Giles@nh.org.au)

IMG Coordinator, Medical Education

Head of Unit – Palliative Care

Dr Keith Amarakone | [Keith.Amarakone@nh.org.au](mailto:Keith.Amarakone@nh.org.au)

HMO 2&3 Supervisor of Training

### **JMSA**

Junior Medical Staff Association | [JMSA@nh.org.au](mailto:JMSA@nh.org.au)

## Next Steps

Please read carefully the below next steps.

### AHPRA

Before you can work, you will need to complete your Present in Person (PIP) check to finalise your AHPRA registration. This means you will need to come onsite and present your passport and boarding pass to be certified by a Northern Doctor.

As outlined in your approved in principle registration letter from AHPRA, you will need to bring the following to be certified for your ID check:

- Original Passport
- Boarding Pass (please note boarding pass must be for your initial entry into Australia. For example, if you arrived from UK to QLD and then took a flight from QLD to VIC, you must bring your UK to QLD boarding pass) or Flight Itinerary Documents (for example, an email from the airline confirming your booking that includes your name and flight details).

Please check your approved in principle letter for the expiry dates of your ICHC and COGS. If these have expired, you will need to complete a statutory declaration affirming your registration/standing with the relevant health profession regulatory authority is unchanged or to affirm your criminal history status.

See below for example:

Document	Date of issue	Date of expiry
International criminal history check for: Ireland	20 July 2021	<b>20 October 2021</b>
Certificate of Good Standing (COGS) from: Medical Council of Ireland	21 May 2021	<b>21 August 2021</b>

If you present in person more than six months after the CORS/COGS or ICHC issue date, you will need to arrange for the registration body to send a new certificate to Ahpra before your registration can be finalised.

This will then be sent onto AHPRA from MWU.

You **must** not start work until you have received an email from AHPRA with your medical practitioner registration number. However, you can shadow in your starting unit with the medical team but you must **not** interact in anyway with any patients.

## Prior to Start

The following onboarding elements must be completed prior to starting (shadowing or working):

1. *Staff Health Questionnaire*
  - To be completed online via the link the starterpack.
2. *Working With Children Check (WWCC)*
  - To be uploaded online via the link in the starterpack. If you haven't received the physical card yet, you can upload the application receipt as evidence of application.
3. *Fit2Work (Australian Criminal History)*
  - To be completed online via the link in the starterpack. This is different to the check completed for AHPRA (international criminal history).
4. *ID Badge Form and Photo*
  - Form to be completed from the starterpack. Car-parking can be added later if necessary. Please also send photo for your badge, so that it is ready prior to your commencement.

## Prior to Payrun

You must submit all documents below in order to receive your pay:

1. Tax File Number form
2. Banking Details form
3. Superannuation form
4. Personal Details Form
5. VISA Grant Notice Letter

Other forms to be submitted:

1. JMSA Membership form (optional)
2. Salary Packaging form (optional or can be submitted at any time)
3. Medicare Provider and Prescriber Number Application (can be sent directly to Medicare via [provider.registration@humanservices.gov.au](mailto:provider.registration@humanservices.gov.au))



## Other Business

### Daily Attestation

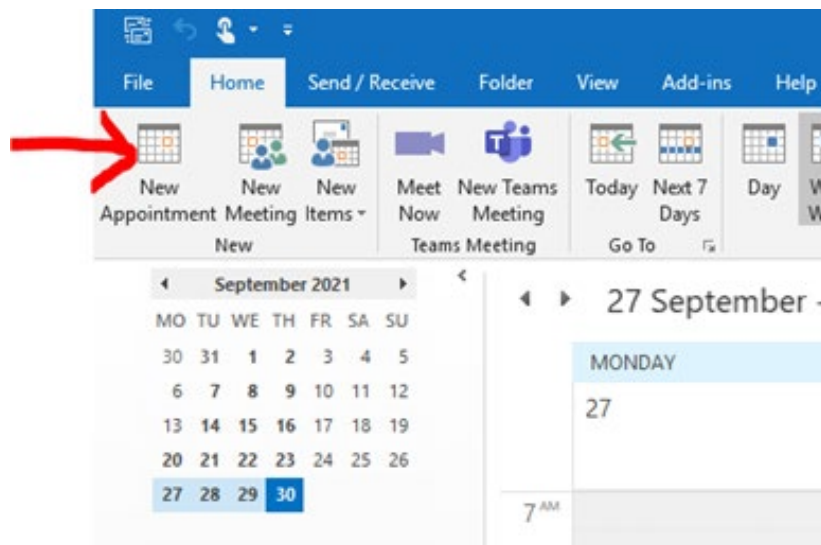
Note that all staff (working onsite and working from home) must complete the Daily Attestation survey prior to commencing work. The QR codes for this are up at all entry points of Northern Health sites and is also available on the intranet or take a photo of QR code below:

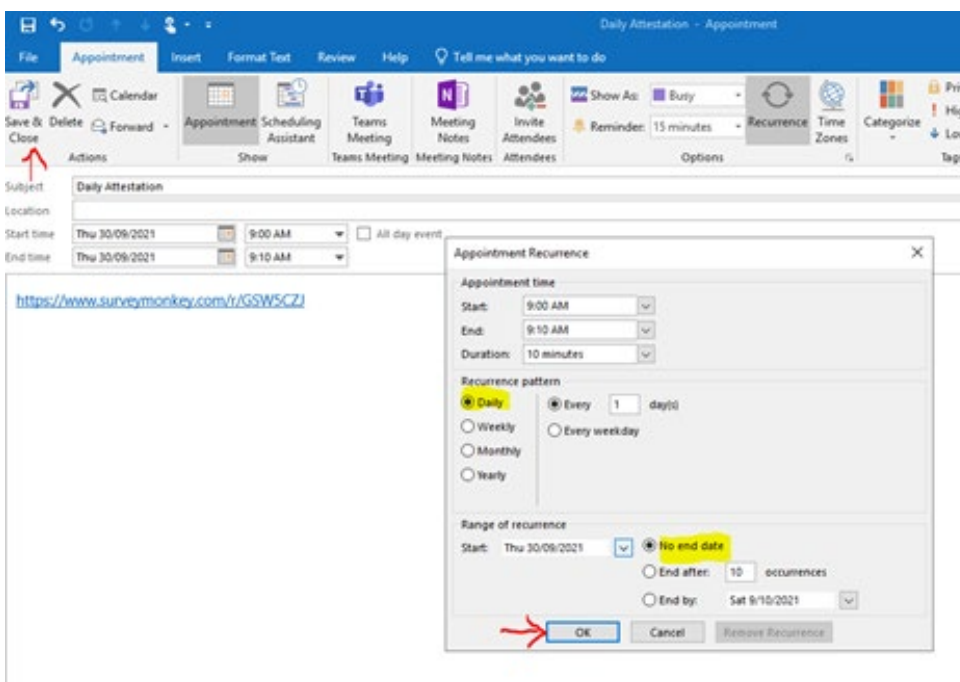
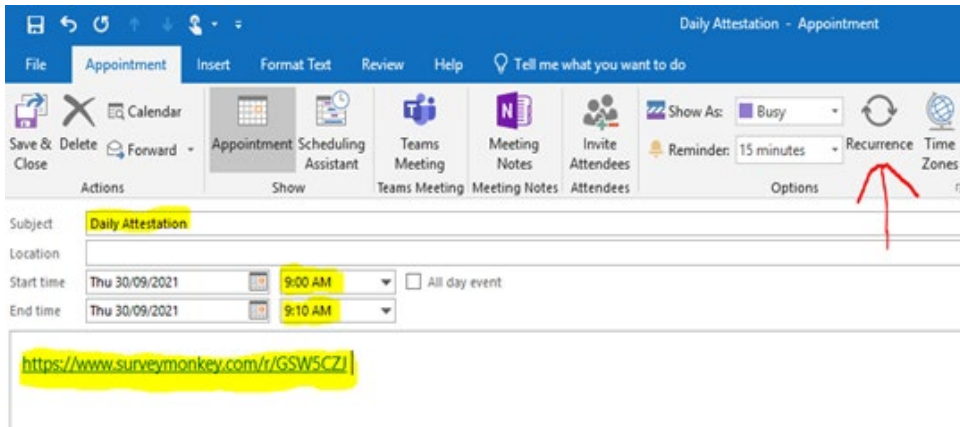


Alternatively, you can add the following link in your calendar to remind yourself every morning.  
<https://www.surveymonkey.com/r/GSW5CZJ>

See below for instructions to add link to your calendar.

Calendar -> New Appointment -> select a time (i.e. start of your shift) -> Subject (i.e. Daily Attestation) -> Recurrence (i.e. your working days) -> Save and Close





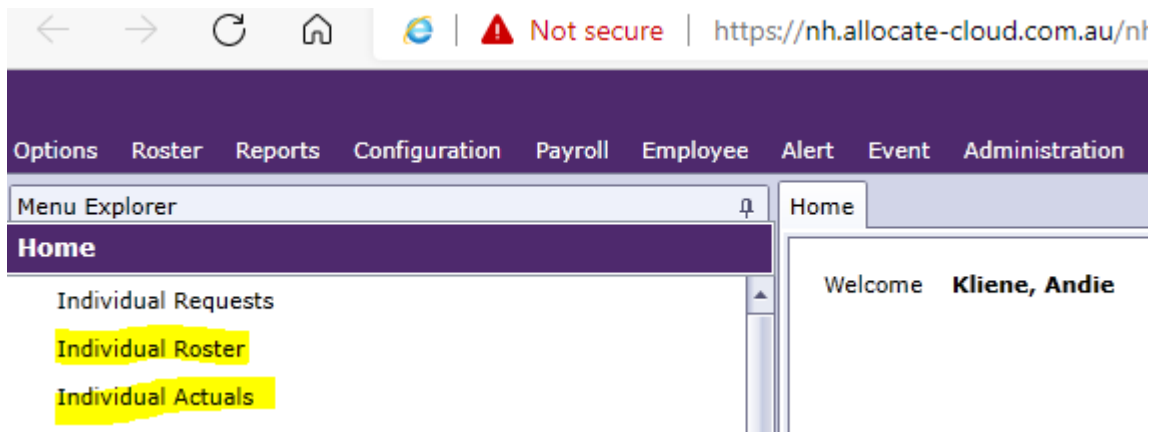
### Hotel Quarantine Fees

Once you have received your hotel quarantine invoice from the relevant state health department, forward the invoice onto [NorthernDoctorsWorkforce@nh.org.au](mailto:NorthernDoctorsWorkforce@nh.org.au) or [Andie.Kliene@nh.org.au](mailto:Andie.Kliene@nh.org.au). MWU will pay the amount owing.

### Viewing Your Roster on RosterOn

To view your published roster, go to RosterOn: <https://nh.allocate-cloud.com.au/nhprod/>

To log in, use your employee number as your username and password. You can then change your password if you wish. To view your roster, go to either Individual Roster or Individual Actuals:



If your roster is not visible on RosterOn, you will need to email your MWU coordinator.

## What to Wear

Scrubs are generally worn during Emergency and Surgical rotations. Clean scrubs are available for use in the RMO quarters – on a trolley next to the door of the RMO quarters (past the MWU offices). There are also laundry bins for when the scrubs need to be laundered.

## Vaccination Status (COVID and Influenza)

To update your COVID vaccination or flu vaccination status, email the evidence to [NorthernDoctorsWorkforce@nh.org.au](mailto:NorthernDoctorsWorkforce@nh.org.au) to be updated on the portal.

Note, that all Northern Doctors are required to be COVID vaccinated unless there are extenuating circumstances. If you are not COVID vaccinated, contact Staff Health on 03 8405 8139 with urgency.

## Fit-Testing (for N95 masks)

### Current PPE Requirements

Clinical and non-clinical staff are now required to wear an N95 mask and face shield until further notice, throughout the health service – including in all shared offices.

Entering the hospital – wear a surgical mask; perform attestation; proceed directly to your work area.

At work area – don N95 mask and eye protection.

Leaving the hospital – at your work area: doff N95 mask and don new surgical mask; proceed directly out of the hospital.

## Which N95 should I use?

If you have NOT been fit tested yet, we are asking you to use one of the higher-stock masks:

BYD Care or 3M 1860

Perform [a user seal check](#); and if this is unsuccessful – please use a 3M 1870+

## If you have been fit tested:

Please use one of the above masks (BYD Care, 3M 1860, 3M Aura 1870+) if you fit one of these; otherwise utilise one of the other brand masks that you have been successfully fit tested to.

If you have any other questions, please refer to the [N95 FAQ's on the intranet](#).

## How to Book For a Fit Test:

Email: [nhfittesting@nh.org.au](mailto:nhfittesting@nh.org.au) or Phone: 8405 8913

The Fit Test Centre Reception Team will book you in for a Fit Test via the iPM system (integrated patient and client management system). (Note: this has replaced the previous booking system which was done via the LMS system).

## What Information Should You Provide When Booking?

- Booking is via the iPM system so when emailing please provide: your Northern Health UR number or D.O.B, contact number and address to streamline the registration process.
- Please advise of any preferred date & time in the email.

## How Long Will A Fit Test Take?

- A fit test takes up to an hour to complete.

## Red Zones:

The following areas require Tier 3 PPE. All staff in these areas must be vaccinated & fit tested. 'High risk workers' will be contacted by workforce and re-deployed.

*Red Zones* (N95 mask + face shield on entry to the ward)

- all of Emergency Department

- Fever Clinic
- Vaccination Clinic

*Red COVID Ward* (N95 mask + face shield + gown + gloves on entry to the ward)

- Ward 20 / COVID Wards

## In Preparation For Your Test:

- You need to be clean shaven when you attend the clinic or you cannot be tested.
- Please do not smoke within half an hour of your test time.
- Please do not wear heavy make-up for your test.

## Mandatory Training

It is a requirement that all mandatory training modules be completed with your commencement. Please note you will not have an active Learning Management System (LMS) account until your onboarding paperwork has been received and sent onto payroll.

To log in, go to <https://mylearning.nh.org.au/login>

For assistance with the LMS – contact [LMS-Admin@nh.org.au](mailto:LMS-Admin@nh.org.au) or 8405 2322.

To make the most of your time in quarantine, you can view the following links and then be ticked off for five mandatory training modules. These are a shortened versions of the training modules – they take about 28min (instead of a 2-3 hours if done via the LMS):

- Cyber Safety Awareness (4.53m) <https://vimeo.com/401155430/167062b04d>
- Fire and Emergency Training (6.22m) <https://vimeo.com/401155754/80efc488ce>
- Person Centred Care (3.41m) <https://vimeo.com/401156238/bdd3603287>
- Privacy & Confidentiality (4.51m) <https://vimeo.com/401156546/fd6b0e1580>
- Respecting One Another (9.38m) <https://vimeo.com/401156724/ddd1297710>

If you watch these videos please advise Susie from Medical Education via [Susie.Sangas@nh.org.au](mailto:Susie.Sangas@nh.org.au) so that you can be ticked off as completed for these modules and save yourself some time.

## Overtime/Recall

Any overtime or recall claims, should be forwarded onto your MWU coordinator or [NorthernDoctorsWorkforce@nh.org.au](mailto:NorthernDoctorsWorkforce@nh.org.au). Overtime/recall claim forms can be found printed on the wall outside the JMWU office, or on the Northern Doctors website under the Forms & Resources tab.

Your OT/recall must be signed by your head of unit or a consultant within the unit to be approved. Please note the following cut-off times for processing of overtime:

Claim Period	Submission Deadline	Week	Will Be Paid:
Claims from previous pay-periods	Wednesday PM	Non-pay week	Current pay-period
Claims from current pay-period	Sunday PM	Non-pay week	Current pay-period
Claims from previous pay-periods	If outside of above		Next pay-period
Claims from current pay-period	If outside of above		Next pay-period

## Locum Shifts

When you are onboarded, your mobile number is added to the SMSer system under your role group. If MWU have vacancies, you will receive a text with the role, shift, and set rate per hour. If you want to pick up the shift, call the contact number listed on the text.

The text will come from the JMWU On Call phone, but please call the number listed in the message. See below example:

Northern Doctors Cover Req'd:  
 Orthopaedics HMO  
 Mon 04/10  
 0630-1730  
 \$130/hour  
 Contact Andie on 8405 8276

Your locum shift will then be added to a MWU spreadsheet for payroll processing. Note, that the shift hours will be made 0.00 on RosterOn to allow for the special set rate to be processed with payroll.

## Leave Requests

For further information relating to leave, penalties, and allowances, please consult the [AMA Doctors in Training Enterprise Business Agreement](#).

### Annual Leave

Your annual leave (equivalent to 5 weeks if full time, or pro-rata if part time) will be allocated at the beginning of the year. The coordinator for your stream will send out annual leave preference forms, and your leave can either be allocated in a five week block, or in separate blocks across the year.

Any immovable changes to your annual leave, please contact your MWU coordinator.

Note that you can still pick up locum vacancies for Northern during your annual leave, and will be paid for both the day of leave and the locum shift.

## Exam Leave

Exam leave is allocated in a four day block, inclusive of the exam or assessment day. You will receive three days exam leave prior to the day of your exam as per your projected roster.

For example, if your exam is on Tuesday, and you work Mon – Fri, you will receive the Monday prior pay as leave but not the weekend.

## Conference Leave

Applications and requests for conference/seminar leave must be made three months prior to the dates. Note, you will need to contact your coordinator regarding conference leave approval. If you do not notify in advance, you may not be able to be granted the leave.

## Sick/Personal Leave

If you are sick and unable to attend work safely, you will need to call in as soon as possible. Sick leave is personal leave.

Personal leave must be substantiated with relevant evidence: medical certificate or statutory declaration. Note that you can be paid personal leave for 3 single day absences per year without a certificate.

### *Calling in sick for a rostered shift*

When calling in sick, please notify as soon as possible. To do this, call the hospital switchboard on 8405 8000, and ask to be put through to Medical Workforce for sick leave. You will then be transferred to either MWU or the After Hours Hospital Coordinator depending on the time, as below.

During business hours (0730 – 1700), please call your MWU coordinator or Switchboard to notify that you won't be in. Out of hours (1700 – 2200) please call the MWU On-Call phone or Switchboard, and if later than 10pm (2200 – 0730) the Switchboard/hospital coordinator should be notified.

Note that personal leave within 2 hours of the shift start time will be regarded as an unauthorized absence and will not be paid.

## Support & Wellbeing

We are committed to your wellbeing! A happy, healthy workforce is better for everyone – staff and patients! Being a doctor is hard, both work and outside work stressors affect us, our wellbeing and ultimately also patient care.

There are many different ways to seek support. Everyone is different and every situation is different, so below are a variety of people and resources that you can contact at any point. Please seek support and encourage colleagues to do the same. At Northern Health, we don't just say this, we mean it.

### How to find the right supports for you?

Talk with someone to find out confidentially what avenues of support are available to you. Talk to us at Medical Education, we can provide direction for you. Find us on Level 2, NCHER building, or email [medicaleducationunit@nh.org.au](mailto:medicaleducationunit@nh.org.au) or the Junior Medical Workforce Unit who can also assist you. They are located at the rear end of the hospital (just before the carpark).

### External Supports

Your GP

Victorian Doctors Health Program (VDHP) for more info refer to next page - 9280 8712/  
[vdhp.org.au](http://vdhp.org.au)

PMCV (Post Graduate Medical Council Victoria) - 9670 1066 / <https://pmcv.com.au>

AMA Vic Peer Support Service (for more info refer to next page) - 1300 853 338  
<https://amavic.com.au/assistance-fordoctors/Support-Programs/doctorsupport-service>

Beyond Blue - 1 300 224 636 / <https://www.beyondblue.org.au/aboutus/our-work-in-improving-workplacemental-health/health-services-program>

Lifeline – 131114 /[lifeline.org.au](http://lifeline.org.au)

Your Medical Indemnity Organisation - Via websites

Your Training College - Via Websites

For more information visit the Support & Wellbeing page in the [Junior Doctor Handbook 2021](#).