




Session 1

# Preparing your Practice

Living with COVID-19 Series  
A Guide For General Practice



The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and yellow tones with a similar pebbled texture. A large, irregular white shape, resembling a splash or a piece of paper, is positioned in the center, overlapping the other colors. The text is centered within this white area.

**In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.**

**We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.**

# Living with COVID-19 Series: A Guide For General Practice

## Session 1 - Preparing your Practice

“Jill just took over as Practice Manager at Gumnut Family Medical Centre when the long term Doctor owner retired. When Dr Smith retired the Practice Manager retired too and Jill took over as Practice Manager along with brand new owners.

Jill rang me at Cubiko 3 weeks ago and was worried sick about staying up to date with what is happening and preparing for the new normal in General Practice.

As the pandemic enters a new stage and with society taking a new approach moving away from the lockdown method, higher case rates and the risk of exposure will increase.”

# What we will cover

- 🌿 Preparing your **team**
- 🏠 Preparing your **environment**
- 🟩 Preparing your **delivery of care**
- 🔹 Preparing your **patients**



# Meet Your Panellists



**Riwka Hagen**  
Director at  
*Medical Business  
Services*



**Kim Poyner**  
Director at  
*MediCoach*



**Anna Davidson**  
Director at  
*Nelson Plaza  
Clinic*



**Chris Smeed**  
CEO &  
Co-Founder at  
*Cubiko*

# Preparing Your **Team**

- Have a team communication plan

---

- Try acting out scenarios

---

- Fit teams out for PPE

---

- Conduct reflective meetings and debriefs

---

- Care for your people and build their emotional resilience

---

- Team mandatory vaccinations

# Preparing Your Environment

- Mitigating risk in your practice

---

- Learn what safe air actually means

---

- Deep cleaning options - outsourcing or can you bring it in-house?

---

- Do you have an update-to-date COVID safe plan ready to go?

---

- What can you plan ahead for in the event of an exposure?

# Preparing Your **Delivery of Care**

- Telehealth preparedness

---

- Scenario planning & service delivery conversions - *what services can be telehealth only?*

---

- Continuity of preventative health services

---

- Continuing Chronic Disease Management

---

- Ensure your new delivery of care model is financially sustainable



# Preparing Your Patients

- Patient communication plan

---

- Update all patient touch points - website, social media, in-practice waiting room ect.

---

- Keep your patients up-to-date with the latest changes with simple messaging

---

- How to manage increased patient aggression

---

- Ensure you cater to CALD communities if applicable to your practice

# Be sure to register



Session 2

## Workforce Challenges

LIVE 25th November at 12:30pm AEDT



Session 3

## Business Processes & Systems to Safeguard your Practice

LIVE 9th December at 12:30pm AEDT



**HotDoc would like to thank:**

Anna Davidson

Riwka Hagen

Kim Poyner

Chris Smeed

**For more information about the panel discussion please email**

**[news@hotdoc.com.au](mailto:news@hotdoc.com.au)**