



General Practice Locum Notification Procedure

Procedure Number

CHC-ITP-0005

Version Nos:

3

1. Purpose

This Procedure outlines the process for the notification of laboratory and radiology results ordered by locum GPs throughout the West Coast District Health Board (WCDHB).

2. Application

This Procedure is to be followed by all staff members of the WCDHB.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

WCDHB Practice Managers are required to:

- Notify the various diagnostic services when a locum doctor commences employment;
- Ensure correct usage of the Grey Laboratory assigned doctor code;
- Ensuring results are brought to the attention of the replacement locum or permanent staff member after a locum's term of employment ceases;
- Alert the various diagnostic services when locums switch location;
- Monitor the flow of diagnostic results for each new locum doctor;
- Ensure any unintended diagnostic results received are forwarded to the intended recipient, and notify the Grey Laboratory/Grey Radiology.

Grey Laboratory/Grey Radiology are required to:

- Set up a unique profile for the doctor in question in advance of any requests and inform radiology of the doctor code generated by the Grey Laboratory system;
- Inform the Practice Manager of the assigned doctor code;
- Ensure the list of providers in the Grey Laboratory and Grey Radiology databases and Isoft/PMS are kept to a minimum to simplify the process when selecting diagnostic result recipients;
- Ensure that the correct location is chosen to which diagnostic results are to be sent, where a locum doctor is working at several locations throughout the WCDHB.

5. Resources Required

This Procedure requires no specific resources

6. Process

1.00 When a Locum doctor begins employment in primary care for the WCDHB, the relevant Practice Manager is responsible for notifying all parties concerned including the following:

Pharmacies:

Grey Pharmacy (03 768 2804)
Unichem Olsens (03 768 4075)
Westland Pharmacy (03 755 8150)

Masons Pharmacy (03 768 5571)
Buller Pharmacy (03 789 7629)

Radiology:

Grey Radiology (03 7682697)
ChCh Radiology (03 3640907)

Nelson Radiology (03 5467284)
Canterbury Breastcare (03 3551196)



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Laboratory:

Grey Laboratory (03 7682792)

Canterbury Health Lab (Fax 03 3640593)

MedLab (03 3630806)

MedLab South (03 5461638)

1.01 Notifying IT Help, WCDHB Laboratory, WCDHB Radiology, MedLab, Canterbury Breastcare, Canterbury Health Lab, MedLab South, Nelson Radiology, Buller X-Ray, CHCH Radiology, Anna Hynes can be done by emailing (doctorsetup@westcoastdhb.org.nz). However as this relies on the email address being monitored regularly, a confirmation email must be requested back from the above to confirm receipt and action of the doctor setup. If no confirmation email is sent saying the doctor setup has been actioned, contact via phone will then be required.

1.02 The information provided by the practice manager is to contain the following:

EDI ACCOUNT ADDRESS: eg. bullerwc

NAME	Type	NZMC NO	START	FINISH
Dr Donald Duck	Locum	11111	1/1/10	2/1/10
Dr Mickey Mouse	Permanent	22222	2/1/10	

1.03 The Grey Laboratory will establish a unique profile for the doctor in question in advance of any requests and inform radiology of the doctor code generated by the Grey Laboratory system. This will insure that the codes will be the same in both Grey Laboratory and Grey Radiology systems.

1.05 The Grey Laboratory will also inform the Practice Manager of the assigned doctor code. The Practice Manager can then ensure the use of this code on future Grey Laboratory and Grey Radiology request forms by entering the code in their practise software (i.e. medtech32).

1.06 If that particular doctor is a short-term locum, the Practice Manager is responsible for ensuring that the results are brought to the attention of the replacement locum or permanent staff member after the locum's term of employment ceases.

1.07 If the locum doctor is working at several locations throughout the WCDHB, it is the responsibility of Grey Laboratory and Grey Radiology to ensure that the correct location is chosen to which results are to be sent. Care is required to ensure that results are not sent to the doctor at a previous place of employment within the WCDHB.

1.08 Providers working in more than one location within the WCDHB will be flagged to alert Grey Laboratory and Grey Radiology to this fact and it is vital that the correct place of employment is chosen.

1.09 The Practice Manager at each location must alert Grey Radiology and Grey Laboratory when GPs switch location by emailing doctorsetup@westcoastdhb.org.nz . (NOTE: It is not possible to delete a providers profile as soon as they finish working in one location (because requests may come in later) but it is possible to alert the relevant people to the small number of migratory staff members).

1.10 The list of providers in the Grey Laboratory and Grey Radiology databases as well as in Isoft and PMS will be kept to a minimum to simplify the selection of the correct provider by erasing obsolete provider profiles.



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- 1.11 Each GP Practice will need to monitor the flow of diagnostic results for each new locum doctor. It is suggested each GP Practice *task manages* diagnostic results so if the result does not turn up there will be an unfinished task to attend to.
- 1.12 In addition, if a result arrives at a GP Practise which is not intended for that GP Practise, it is that GP Practices' responsibility to ensure this result is forwarded to the intended recipient, and that the Grey Laboratory/Grey Radiology is also notified so that the result that was sent in error can be corrected.

7. Precautions And Considerations

- ➔ When a Locum doctor begins employment in primary care for the WCDHB, the relevant Practice Manager is responsible for notifying all parties concerned
- ➔ Each GP Practice will need to monitor the flow of results for each new doctor.
- ➔ Practice Managers at each location must alert Grey Radiology and Grey Laboratory when GPs switch location

8. References

There are no references associated with this Procedure

9. Related Documents

WCDHB Access To Information Systems Procedure

Revision History	Version:	3
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