

Practice support checklist

- All staff members are qualified, or have access to training and support.
- All technical staff have current registration and insurance cover as required, e.g. medical practitioners, registered nurses.
- All staff members are given full orientation on commencement of duties.
- All staff members are familiar with the systems and procedures as outlined in manuals.
- The systems and procedures manuals are up to date.
- All equipment has regular maintenance in accordance with the manufacturer's instructions.
- A system is in place to manage stock control. Make this the responsibility of one staff member.
- Work Health and Safety is regularly reviewed and systems are in place to identify and manage risks.
- You have a reliable medical supplier. Don't purchase medical supplies purely on price. What other services can a medical supplier provide that may be of use, e.g. can they lend you machines when your existing equipment is being serviced?
- You have access to back-up medical services for emergencies. This will ensure continuity of your practice and a good quality of care for patients.
- You have reliable telecommunications and IT systems. Ensure you only use one supplier for each to keep consistency of maintenance. For larger practices or those with little IT literacy, it is best to use an IT contractor for ongoing support and troubleshooting as needed.