

This is part 1 (of 3) of your weekly eOrientation program. It comprises a checklist to help navigate you to Monash Health - your units have allocated time each week for you to complete this.



Welcome to Monash Health

I'm delighted to welcome you to Monash Health, Victoria's largest health service and an outstanding learning and teaching environment.

You are now part of a team of 22,000 people who are dedicated to delivering high-quality, patient-centred healthcare to the diverse communities of southeast Melbourne.

You are joining at an extraordinary time in history, where we have learnt and achieved an incredible amount through the COVID-19 pandemic, by being flexible, agile, and resilient.

Monash Health has 40 care locations across the southeast, including:

- Monash Medical Centre
- Monash Children's Hospital
- Moorabbin Hospital
- Dandenong Hospital
- Casey Hospital
- the Kingston Centre
- the Cranbourne Centre, and
- our extensive network of rehabilitation, aged care, community health and mental health facilities.

Each year we provide more than 3.2 million episodes of care, admit more than 276,000 people to our hospitals, and perform more than 48,000 surgical procedures.

Our Academic Health Science Centre partnership, Monash Partners and translational research hub, Monash Health Translation Precinct, are world-renowned for turning scientific discoveries into clinical practice to benefit patients locally and internationally.

We are committed to your learning, your education, and your professional development, and you will benefit from the lived experience of all types of colleagues. Many of Victoria's most senior and experienced clinicians have built their careers at Monash Health and are enthusiastic about sharing their expertise.

A key part of our commitment to you is to hear, listen, and understand how we can continue to improve. I hope that you'll not only be part of our journey but also help us shape it.

The coming year will have its professional challenges, particularly as we continue to provide the best possible care, comfort, and treatment in the context of COVID-19. But we will meet those challenges and continue to pursue excellence in all that we do.

I trust you will enjoy your career with Monash Health, and hope that 2022 is everything you want it to be.



Welcome to Monash Health



*Dr Anjali Dhulia
Chief Medical Officer*



Dear Colleagues

It gives me great pleasure to welcome you to Monash Health

You are now a Monash Doctor and are joining the largest health service in Victoria. At Monash Health we are committed to the [relentless pursuit of excellence](#). This means we set high standards for ourselves and continuously strive to achieve those standards. You will work in high performing teams that provide best practice clinical care and exceptional experience to our patients. You will experience a culture of education and learning in a supportive environment and you will have access to [world leading researchers and research facilities](#) to advance your academic career.

Some of our big achievements over the last few years have been establishing the [Monash Health Translational Precinct](#), in partnership with Monash University and the Hudson Institute. This facility strengthens links between education and training, basic and clinical research, and patient care. We have opened the new [Monash Children's Hospital](#) that cares for over 100,000 children per year. In 2019 we successfully implemented the [Electronic Medical Record](#) across all sites and have expanded Casey Hospital to serve the growing healthcare needs in the South East of Melbourne. In the near future we will open the Australia's first heart hospital, the [Victorian Heart Hospital](#) and two community hospitals in [Cranbourne](#) and [Pakenham](#). These developments open up endless possibilities for anyone wishing to build their career with us and I hope many of you will choose to do that.

As Chief Medical Officer, my commitment to you is to continue to strive to provide you with a physically and psychologically safe workplace, a rich working and training experience, fair work that is compliant with our regulatory obligations and a voice to raise your ideas and concern with us. I am not alone in this commitment. This is the commitment of my executive colleagues and my Clinical Program leadership colleagues.

What I would like to ask of you is to firstly commit to providing the best possible care and experience for our patients. Consider yourself an important part of the organisation and talk to us when you see things that are not safe or not

appropriate. Look after yourself and your own health and wellbeing. Seek and ask for help and escalate matter early when you don't know what to do. I say this because as doctors we are very reluctant to ask for help- whether it is help in a clinical setting or for a personal struggle. As a profession we consider it a sign of weakness. We know this culture of infallibility is wrong and leads to bad outcomes. We also don't look after ourselves, our health and wellbeing even though it is our professional responsibility to maintain our health so we are fit to perform the work that is required of us.

I would encourage you to help us change this culture and build a culture of psychological safety, support, collaboration and kindness as excellence can only be achieved in a safe and supportive environment.

I would also like to draw your attention to some important procedures to be aware of and follow as you start your employment with us.

[Junior Medical Staff \(JMS\) On-Call & Fatigue Management](#)
[Escalation: Minimum criteria for notification to a consultant](#)
[People and Culture Bullying and Harassment \(Operational\)](#)

[Monash Care](#) is our health and wellbeing program that offers a range of health and wellbeing resources. We believe that “No Monash Doctor will struggle in silence”. We are the only organisation to have a role of a [Monash Doctors Wellbeing Officer](#) who can be contacted on 0427 409 310. The wellbeing officer can be contacted for any personal or work-related issue that you may be struggling with and they will provide support and guidance to address the issue. The dedicated COVID 19 intranet page also has links to useful [health and wellbeing resources](#).

Other avenues for support include the [Employee Assist Program](#) that can be accessed by calling 1300687327 and our Call a Psychologist Service on 0418 905 414. Details of these services are available on the [health and wellbeing resources page](#)

Some important COVID related information to action and be aware of:

- All employees must complete the COVID attestation form on entry to any Monash Health site every day. Please read all the options on the

attestation form, and only if none apply to you, can you enter Monash Health. Staff at the entry points will check your attestation so keep the Green Tick handy to show it to them. Download the form on your smart phone from here-

<https://coronavirus.monashhealth.org/employees/attestations/>

- Employee hotline: A COVID 19 employee hotline has been set up for advice if you are sick, experiencing COVID-19 symptoms, if you are worried about potential contact with someone who has been exposed to COVID-19, or have been to one of the exposure sites.

<https://coronavirus.monashhealth.org/employees/employee-hotline/>

- Keep yourself up-to-date with the PPE requirement of the area that you are working in. As these change with the level of risk you must remain aware of the latest requirement. You can find the PPE guidance here:

<https://coronavirus.monashhealth.org/protecting-yourself/ppe-info/#levels-of-ppe>.

- Wellbeing in the Pandemic: it is important you look after your personal wellbeing during the Pandemic. Wellbeing resources can be found here:

<https://coronavirus.monashhealth.org/health-and-wellbeing/individual-and-team-support/>

- Employee workplace declaration: So we can inform you of your risk in case of outbreaks in other workplaces, please complete the employee workplace declaration form. This is a mandatory requirement.

<https://form.jotform.com/monashhealth/employee-workplace-declaration>

- Keep an eye out for the Chief Executive updates that are published weekly or more frequently if needed. They are the single source of truth for all COVID related information. They are sent by email from the Chief Executive mailbox and the subject line is COVID 19 Update. They are also published on the COVID 19 website and the latest one can be

found here- <https://coronavirus.monashhealth.org/category/ce-spotlight/>

On a personal note, in my 10 years at Monash Health, there is nothing that gives me more joy at work than witnessing the growing careers of young doctors like you. I hope you will make the most of the endless opportunities

that Monash Health has to offer and have a meaningful and fulfilling year with us.

Best Wishes

Associate Professor Anjali Dhulia

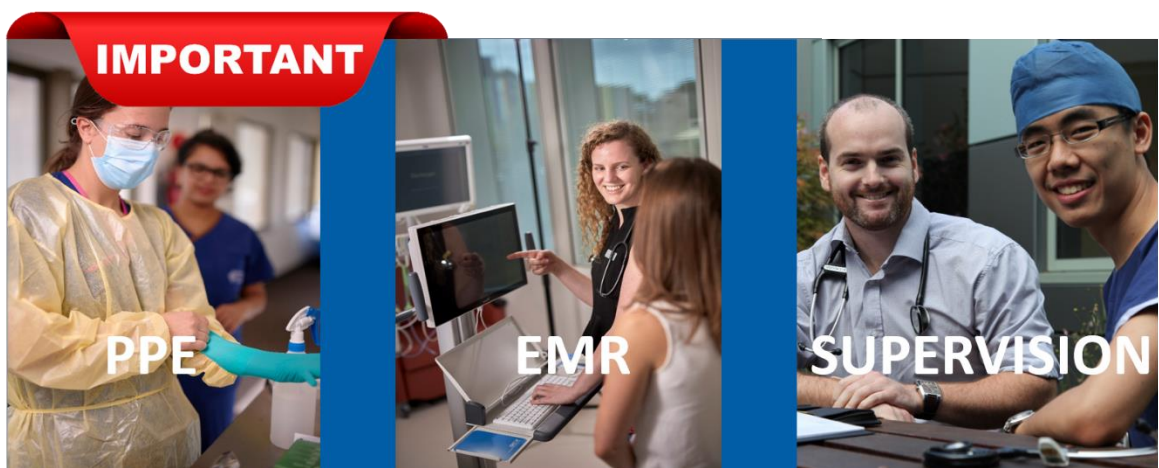
Chief Medical Officer

Monash Health acknowledges the Traditional Custodians of the land, the Wurundjeri and Boonwurrung peoples, and we pay our respects to them, their culture and their Elders past, present and future.

The Aboriginal and Torres Strait Islander Cultural Awareness eLearning Package has recently been launched in 2020 and is mandatory for all Monash Health employees. This package has been developed in line with Monash Health's Reconciliation Action Plan, Equity and Inclusion Strategy, and Nation Safety and Quality Health Service Standards.



Your orientation checklist for the first week:



Infection Prevention and COVID

1. Complete your Infection Prevention PPE training in the following order:

- Go to [Latte](#) (*our learning management platform*) and complete the online module 'Infection Prevention - transmission based precautions'
- Attend a face-to-face training session. No need to book, just show up. [Details here.](#)
- Watch presentation by A/Professor Rhonda Stuart, Infection Prevention for latest infection prevention overview and discussion of current Covid precautions (address to 2022 Interns, January 2022) [in Latte](#). Log in with your Monash Health credentials, search for "intern" and select the Intern Tutorial Program you will find the presentation here.

2. Familiarise yourself with the [Monash Health Covid19 website](#) - this is the central point for all covid information. There is a calendar on this webpage that will show you the weekly topics for Grand Rounds and Employee Forums links and recordings. The Grand Round topics also appear with all other learning opportunities (eg. prevocational workshops and tutorials) on the Monash Doctors calendar [website](#). The library also has a dedicated [Covid19 resource page](#) that is frequently updated.

Respiratory Protection program- Fit Testing

To keep our employees safe we require all patient facing employees to wear a fit tested N95 mask in clinical areas.

Please read important information about getting fit tested at Monash Health.

All patient-facing employees need to be fit tested. Fit Testing is currently being rolled out for Monash Health employees to ensure they are equipped with the most suitable tight-fitting respirators or P2/N95 face masks for their unique face shape. Better fitting masks offer employees better protection from workplace respiratory hazards including airborne infectious agents, dust, and other particles.

Currently fit testing is operating across five Monash Health sites:

1. 20 Wright Street Clayton (opposite Monash Medical Centre) Phone. 9594 7831
2. Casey Hospital Ward C Phone. 8768 1550
3. Moorabbin Hospital Phone 9594 5994
4. Kingston Centre Phone 9265 3718
5. Dandenong Hospital Phone 9792 8054

How to Book a Fit Test – <https://coronavirus.monashhealth.org/fit-test/booking-and-consent/>

All patient-facing employees need to be fit tested. This above link will direct you to the page where you complete the fit test consent and medical clearance form. On completion of this form, you will then be directed to click on a booking link to book into a fit test session.

It is intended that where possible, all employees will undertake the test during rostered work time. You will be paid during this time. Please discuss the timing with your manager.

For further information on booking your fit test, please read the Fit Test Booking Quick Reference Guide which can be accessed below.

<https://coronavirus.monashhealth.org/wp-content/uploads/2021/03/How-to-Book-into-a-Monash-Health-Fit-Test-QRG.pdf>

Additional Booking available for new Junior Medical Staff

The RPP team have set up additional appointments for new junior medical staff who are joining Monash Health for the first time and require fit testing.

Respirator Information

The link below provides list and fact sheet outline of the masks available at Monash Health.

<https://coronavirus.monashhealth.org/fit-test/respirator-information/>

Had Fit testing completed elsewhere in Victorian Public Health Service?

If you have had fit testing completed at another Victorian Public Health Service, we can record these testing results against your employee ID at Monash

Health for compliance purposes. Please email your fit testing card and results to RPPenquiries@monashhealth.org to have these results registered.

More information and resources: <https://coronavirus.monashhealth.org/fit-test/>

EMR Foundation Training and Getting Access to the Monash Health Live EMR

In order to be granted access to the EMR at Monash Health, all doctors are expected to complete [eLearning modules](#) within the Monash Health LMS System 'Latte' AND THEN, attend either:

- The '[General Inpatient Doctor](#)' webinar for all non-ED doctors, or,
- The '[Doctor Emergency Department](#)' webinar for all doctors working in ED

Webinars are conducted via Microsoft Teams. Microsoft Teams is also the platform of choice for all Monash Health meetings, file sharing, and instant messaging needs.

- [Follow this step-by-step guide on how to complete EMR Training](#)
- [Learn more about setting up Microsoft Teams here](#)

For the first 2 weeks of February, after-hours and Saturday morning training sessions are available in addition to regular in hours training. All doctors are expected to first complete eLearning, and then complete an appropriate webinar for access to the EMR to be granted. Speak to your unit head to ensure time has been allocated for you to attend a webinar.

Supervision

- Read the [Unit Handbook](#) (and [Rover](#) if applicable) before commencing (*note password protected - xxxx*)
- Find out who your supervisor is and organise a meeting to discuss what is expected of you during your rotation

- This Prompt document provides guidelines for your [clinical supervision](#).
- A HMO assessment needs to be completed and signed by either a supervising registrar or consultant during all rotations. These are submitted online via our portal. [Read more information and visit the portal to familiarise yourself](#).



Employment

Monash Doctor's Workforce (MDW) and Monash Doctor's Education (MDE) will be key supports for you during your time at Monash Health. Below are some important things to know:

- It is critical that you keep up to date with your most recent rosters. MDW will send out rosters 2-4 weeks in advance, however, we encourage you to regularly check rosters at (R:\01 - Medical Staff Rosters\1. Medical Staff Rosters\1. Monash Doctors Workforce Rosters). [Read more information \(including calling in sick\)](#)
- MDW Operations would like to welcome you in this [short video](#), and also highlight key aspects of Operations, such as kronos, leave, rosters etc in this [summary document](#)
- Medical Education Officers (MEO's) at MDE have a key role in supporting prevocational doctors. They provide both wellbeing and learning support. A one minute introduction video can be viewed [here](#)



Clinical

Escalation

Junior Medical Staff are required to be familiar with the expectations for escalation to a Consultant in the event of patient deterioration. In particular, to be familiar with the procedure [Escalation to a Consultant – minimum criterion](#); which aims to ensure:

1.

1. That patients who are deteriorating, or at high risk of deteriorating, have early medical consultant input into their care; and
2. That clinical staff have the support they require to manage a deteriorating patient 24 hours a day.

This procedure is to be read in conjunction with any additional Program/Unit specific escalation procedures.

PROMPT

Prompt is the database where Monash Health stores all policies and procedures. It can be accessed internally via on on the intranet page under 'Clinical Portal'

Accessing Prompt externally:

New features have just been launched, which means you can now access Prompt externally from your personal laptop, smartphone and/or devices.

1. Using Google Chrome, visit: app.prompt.org.au
2. Enter your work email address
3. Click/tap 'Send Access Token'
4. Click/tap on the URL that will be sent to your work email address

You will need to minimise the screen so that it displays the button 'send access token'



Practical

To help you perform at your best we have outlined some of the important practical aspects of your first week:

- Car Parking [FAQs](#)
- [Specific car parking FAQ and form for Casey](#)
- Site maps - [all sites found here](#)
- All inpatient units have a Unit pharmacist. Introduce yourself and get to know them as they are a valuable resource. Read about [prescribing](#) at Monash Health
- [Download](#) eTG, AMH and other useful apps
- Read about the [Antibiotic stewardship program \(intranet\)](#)
- View the [Pharmacy intranet site](#)

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Contacting other clinicians is often performed using Monash Health's paging system. Link to the paging instructions are [here](#).

- There are several ways to access your email or desktop remotely:

1. Logging into webmail remotely: [Employee Self Service](#) and select "Webmail Login"

2. Logging into your desktop remotely (this is an exact mirror to your office computer, so you can access EMR, intranet, outlook etc):

portal.monashhealth.org

- For more information about remote access, click [here](#)



National Standards Training

You must complete training as part of your orientation. All training is done via [LATTE](#) (the Monash Health eLearning platform). Units will allow time for you to complete your training whilst on shift.

In the first week it is important that in addition to PPE and EMR training (outlined at the top of this email), you complete the following:

- Fire training
- Prescribing and medical safety

There is a list of online training that you need to complete within your first month at Monash Health on your Latte login page.

A full summary of all resources contained in these eOrientation emails can be found at: <https://monashdoctors.org/all-doctors-orientation/>

**CLICK HERE TO ASK A
QUESTION**



For all assessment uploads to the portal, visit [Monash Doctors website](#).
Monash Doctors website password: xxxx (case sensitive)

Any feedback about this eOrientation would be welcome - this is a new initiative:

mededucation@monashhealth.org