

# Monash Doctors Education IMG HMO Information

The following document contains information for IMGs who have recently started working at Monash Health.

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# Getting ready to work at Monash Health

## Aims:

- Do orientation to learn about the Australian healthcare system
- Do orientation to learn about the Monash Health service

## Things to before starting your work at Monash Health:

- Look at the **eOrientation website** for Monash Health: [eOrientation](#)
- Look at the **frequently asked questions** for Monash Health: [FAQs](#)
- **Do all mandatory training** for Monash Health (on [LATTE](#) ). Information on the National Standards Training requirements can be found at the following [link](#)
- Look at the **Monash Doctors website**. This website has information for doctors who are working at Monash Health. [Website link](#)
- Look at the **PMCV resources** for IMGs [PMCV link](#)
  - Includes links to:
    - IMG Orientation Manual
    - Hitting the Ground Running Orientation Program (highly recommended)
- Look at our **“How to” tutorials**. Monash Doctors has “How to” tutorials on the website. Gives information about how to use some of the computer programs at Monash health. ["How To" tutorials link](#) (password MonashDoctors)

# Getting ready to work in a new unit \_1

## Aims:

- Be prepared for the start of a new job

## Things to do BEFORE starting your job:

- **Contact the HMO** who you will be taking over from. Talk to them and ask questions about the job. Aim to understand the job and your role.
  - Find out what to do / where to go on day 1
  - Ask what are the main tasks?
  - Do they have any “top tips” about the job?
  - Can they give you useful contacts for the job (Nurses, Pharmacist, key staff and team members)
  - Ask who to call when you are worried about a patient or in an emergency?
- **Read the Unit Handbook** – read before and during the term. All units write a handbook which contains information to help HMOs with their work. Handbooks can be found on the MonashDoctors website.
  - [Link to handbooks](#) (Password: MonashDoctors)
- **Read the Junior doctor ROVER** (Rolling handOVER). The ROVER is a resource for junior doctors that has information and tips about your new role. It also helps you to manage your time when starting a new job. The ROVER is created by our junior medical staff.
  - [Link to Rover](#) (contact [mededucation@monashhealth.org](mailto:mededucation@monashhealth.org) to request password)
- **Attend any formal orientation** by the unit
- **Visit the ward / department** to get to know to the environment
- Download and use the **resources** listed in this document

# Getting ready to work in a new unit\_2

## Things to do in week 1:

- Meet and carry the contact details for team members on your Unit:
  - Unit **registrars** and other **HMOs / Interns**
  - Ward **pharmacist**
  - Ward **nurses** - Introduce yourself to the nurse manager, daily nurse in charge
  - Other **staff** – Physiotherapist, Occupational therapist, Social Worker, Administration assistant
- Ask questions to your team members if you are not sure about something
- Learn how to use the Monash Health **paging system**. Instructions: [Paging instructions link](#)

## Other Things to do:

- Read the Monash Doctors Education **Top Tips Documents** (attached below). Tips for Professionalism, Time Management and Prioritisation, Making Referrals and Wellbeing have been created.
- **Organise an IMG ‘buddy’**. International medical graduates who are new to Monash Health can be put in contact with an experienced IMG Monash Doctor. They can provide support as the new doctor learns about the health service. You can email [Monashdoctors\\_IMG@monashhealth.org](mailto:Monashdoctors_IMG@monashhealth.org) to ask about the IMG ‘Buddy’ program.

# Looking after your patients\_1

## Aims:

- **Know** about the common diseases for a unit. Use this to assess and manage your patients
- **Assess** your patients thoroughly (history and examination)
- Use your **clinical assessment** of patients to **develop differential diagnoses**
- Develop safe **management plans** for patients
- Be able to arrange relevant **investigations** and **interpret** common abnormalities
- Recognise **unwell patients** and begin appropriate **initial management**. **Ask for help** from senior staff

## Things to do BEFORE starting your job:

- **Read the Unit handbook.** It may contain information on common conditions / diseases
- **Download** the following **resources** from the **Monash Health Library** website. These can be used to find information when at work. [Link to library website here:](#)
  - eTG Therapeutic Guidelines App (contact library to get access key)
  - Australian Medicines Handbook app
  - MIMS app
  - *Up-To-Date* ([Direct link to UTD access](#))
  - *BMJ Best Practice* App
- If starting a surgical job, complete the Monash Doctors Education online **Surgical Orientation Guide**. [Link to surgery orientation guide](#)

# Looking after your patients\_2

## Things to do when working in your job:

- **ASK QUESTIONS** if you are not sure about something
- **Discuss your patients** with the registrar.
- Ask about the key features of common conditions and what is the initial management
- Discuss abnormalities in investigations that you find
- **Escalate patient care concerns (ask for help)** promptly and effectively to registrar.
- Use the **ISBAR** communication method to escalate (see below for information on ISBAR).
- If you are worried about a patient, you can also increase the timing and level of observation.
- **Know when and how to activate a MET call** at your site.
- **Learn about the things you see.** Read around cases and patients that you see in your work.

## Other resources to use at work:

- **Use PROMPT** to find Monash Health guidelines. PROMPT is the system that Monash Health uses to store information and guidelines.
  - [Instructions to access PROMPT externally. Scroll down to the "Clinical" section](#)
  - Here is the [Direct link to PROMPT. Minimise your screen to access the TOKEN button.](#)
- **Download** the following **resources** via the **Monash Health Library** website for reference [Link to library website here](#):
  - *BMJ Learning*. Online education for doctors ([Direct link](#))
  - *On Call* e-book
- Use **online clinical resource** websites such as:
  - “On The Wards” [OTW link](#)
  - “Life in the Fast Lane” [LITFL link](#)

# Communicating with others\_1

## Aims:

- Good communication always
- Use the ISBAR communication method for all communications between nurses, doctors and allied health / team members

## Things to do BEFORE starting your job:

- Learn the **ISBAR** communication method. [click here for link](#)
  - Watch these two video examples of ISBAR:
    - [Video 1](#)
    - [Video 2](#)
- Look at the Doctors Speak Up website. Created for IMGs working in Australia. [Doctors Speak Up link](#)
- Look at the **SNAPPS** approach to patient assessment. This is a way of presenting information about your patients. [SNAPPS link](#)
- Learn about closed-loop communication:
  - [Closed-loop communication](#)
  - [Video](#)
- Read the Monash Doctors Education **Speaking Up Resource for JMS**. Designed to help JMS feel more comfortable about escalating care for their patients. Contact MDE to receive a copy [mededucation@monashhealth.org](mailto:mededucation@monashhealth.org)



# Communicating with others\_2

## Things to do when working in your job:

- Practice using ISBAR to communicate with others
- Use **SNAPPS** to present cases to your supervisor
- Practice using closed-loop communication
- Use the Monash Doctors resource for making referrals (**The Referral Cheat Sheet**)
  - The Referral Cheat Sheet provides tips on the information a specialty may want when receiving a referral to review a patient. [Referral Cheat Sheet link](#)

## Other things to do to improve your communication skills:

- If English is not your first language, you may want to practice:
  - Listen to English radio and television (e.g. ABC or SBS news)
  - Read English newspapers / magazines
- Speak with a colleague. Ask a person that you trust to give you feedback about your English (speak with them for 5 minutes per day)

# Being organised

## Aims:

- Manage your time and workload effectively
  - Prioritise your jobs according to urgency

## Things to do before starting your job:

- Read the 'Top Tips – Time Management' documents from MDE (see below)
- Complete the [BMJ Module](#) on workload and time management

## Things to do when working in your job:

- **Ask** your registrar if you are not sure which jobs to do first
- Use **electronic apps** to help you to be efficient (e.g. Evernote, Electronic calendar, Alerts, Notes)
- Learn about the **iPASS Actions function on EMR**. This can be used to help manage tasks.
  - [Link to information on iPASS](#)
  - [Link to instructional video on iPASS](#)
  - Contact [chirag.lodhia@monashhealth.org](mailto:chirag.lodhia@monashhealth.org) for more information

# Documentation and the EMR

## Aims:

- Make **clear and accurate notes** of the important information about your assessment, diagnosis, and management plans
- Promptly document information and ensure it is completed before the end of the shift
- Be able to complete **key tasks** using the EMR

## Things to do before starting your job:

- Check your typing speed. Use online resources to improve your **typing speed**.  
[Typing practice link](#)
- **EMR training**
  - Online via [LATTE](#) (the Monash Health learning management system)
  - For specific EMR queries, contact Mr Chirag Lodhia (EMR trainer and pharmacist) [chirag.lodhia@monashhealth.org](mailto:chirag.lodhia@monashhealth.org)

## Things to do when working in your job:

- **Discuss and confirm** the key points to document. Check with your registrar. Include the name of the person with whom you have had a discussion in your notes.

# Safe medication prescribing

## **Aims:**

- Use the EMR prescribing functions competently
- Use prescribing guides to ensure safe prescribing (i.e. the Therapeutic Guidelines (eTG) and Australian Medicines Handbook (AMH), MIMS)

## **Things to do before starting your job:**

- Go online to the library website and download the following apps onto your phone:
  - Therapeutic Guidelines (eTG) (contact library to get access key)
  - Australian Medicines Handbook (AMH)
  - MIMS
- [Link to library website here](#)

## **Things to do when working in your job:**

- On day 1 - Meet the ward pharmacist and get their contact details
- Check unfamiliar prescriptions with your supervisor and /or ward pharmacist.
- For specific EMR queries, or further education and training, contact Mr Chirag Lodhia (EMR trainer and pharmacist)  
[chirag.lodhia@monashhealth.org](mailto:chirag.lodhia@monashhealth.org)

# Procedures

## Aims:

- Perform procedures safely

## Things to do before starting your job:

- Complete the Aseptic Technique training module on [LATTE](#)

## Things to do when working in your job:

- **Talk with your supervisor** about the common procedures that are done on the unit. Determine which procedures you can perform without supervision and which procedures require further learning.
- Ask to **watch and learn** when procedures are being performed by a member of the team.
- Ask to be **taught or supervised** when performing procedures that are new to you
- Use the procedural skills guidelines on **PROMPT**
  - Perform all procedures using PROMPT guidelines ([Instructions to access PROMPT externally. Scroll down to the "Clinical" section](#))
- If on a surgical unit, attend theatre and learn how to suture

## Other things to do:

- Look at the procedural skills resources on the **Monash Doctors website**. Go to the following link and scroll down to the message “Click Here for useful information for Interns about how to tackle the DOPS” [Link](#)
- Get some more practice. Organise to attend a **procedural skills workshop** with MDE if needed. Email [mededucation@monashhealth.org](mailto:mededucation@monashhealth.org)
- Look at **online** procedural skill **resources** such as:
  - “On The Wards” website [OTW link](#)
  - “Life in the Fast Lane” [LITFL link](#)
  - Monash Doctors Education procedural skills learning packages (Note: To start the package, click on “Skip step, start anonymously”)
    - [Intravenous Cannulation](#)
    - [Indwelling Urinary Catheterisation](#)

# Further learning

## Aims:

- Keep learning for your career and work:
  - Self-assess your clinical skills
  - Practice for improvement and learning
  - Ask for feedback from others about your performance and progress

## Things to do and look at:

- **Attend** Intern / HMO **tutorials** where possible (via Teams). Information will be sent to your Monash Health email.
- Watch the Intern and HMO tutorials that have been recorded. Log in to Latte to view. [Link](#)
  - Click on “Find Learning” and search ‘tutorial’ and both intern and HMO tutorial videos will appear.
- Do some **self-education**. Use the online resources listed in this document. Do extra learning about patients that you have seen during your work.
- Complete the Monash Doctors Education online learning modules:
  - [PPE Refresher quiz](#)
  - [The Basics of Mechanical Ventilation for JMS](#)
  - [The Basics of Non-invasive Ventilation \(NIV\) for JMS](#)
  - [COVID19 JMS Learning Module 1: An ED presentation](#)
  - [COVID19 JMS Learning Module 2: Respiratory decline in COVID times](#)
  - [COVID19 JMS Learning Module 3: Young person with COVID respiratory symptoms](#)
- Complete a **self-assessment** before your formal term assessments. Use these as an opportunity to think about your progress.
  - [Link to HMO assessment form and information](#)
  - [Link to Intern assessment form and information](#)
  - [Link to IMG assessment form and information](#)
- Read the Monash Doctors Education **Top Tips** documents (see below).
- **Contact MDE** MEO/DCT if further support needed ([mededucation@monashhealth.org](mailto:mededucation@monashhealth.org))

# Professionalism

## Helpful Tips:

### Appearance

- Provides first impression, so dress appropriately for the work environment e.g. neat work clothes for wards, scrubs in OT/ED
- Appropriate footwear i.e. enclosed toe, non-slip sole etc.
- Visible work identification at all times

### Behaviour

- Be courteous and polite at all times. Respect goes a long way towards being seen as professional
- Act with honesty and integrity
- Be aware of work place expectations i.e. mandatory training, audits, educational/learning modules etc.
- Assume responsibility for workplace tasks i.e. ensuring tasks addressed/completed
- Be helpful or proactive, this will have a positive contribution to team dynamics
- Patient privacy is of utmost importance so be mindful of confidentiality
- Do not engage in workplace gossip
- Don't post confidential/embarrassing content in social media
- [Monash Health Code of Conduct](#)
- [Monash Health Social Media Policy](#)

### Communication

- Verbal:
  - Timely updates with team members on patient progress/tasks
  - Avoid personal calls/text during ward rounds, teaching/meetings etc
- Written
  - Timely documentation in medical notes
  - **Prompt** response to work related emails/text. Check work correspondences regularly and respond/acknowledge in timely manner (within 48 hours)

### Time Management

- Be punctual. If late, call senior team member to advise and/or MDW if sick/absent
- Plan ahead, e.g. allow time for traffic, parking, getting organised for the day ahead
- Complete/submit important documents by due dates e.g. term assessments

### Skills

- Be proactive. Take opportunities to practise and improve own clinical skills and workplace efficiencies. Be aware of limits and seek guidance when required.
- Self-education. Participate with educational programs and develop ongoing learning behaviours.

# Referral process

## Aim:

Ensuring appropriate communication has occurred to enable optimal care for patients

## Process:

**ISBAR** (Standardise structured framework for clinical communication)

- **Identify:** Identify yourself and the patient (3 identifiers)
- **Situation:** 'One liner' about 'the salient issue' & why you are calling (e.g. for consult, phone advice, admission, take over care etc...)
- **Background:** Clinical context (key relevant history)
- **Assessment:** Clinical assessment & investigations
- **Recommendation:** Your major concern and what do you want to happen?

## Helpful Tips:

### Preparation

- Ensure you are up to date with the patient information and situation: go through and summarise the patient notes, check important pathology/imaging results
- Use the "[Referral Cheat Sheet](#)" to assist you to focus on important specialty information required
- Have patient's notes readily available (either on screen or written down)

### Understanding

- Check with your Registrar/Consultant the purpose for the referral
- Make sure you understand the important issues
- Repeat and confirm with the responder what you have heard or interpreted is correct

### Communication (Verbal/Written)

- Verbal - Use ISBAR framework (as described above) to make referral
  - Check with the responder "is now a good time to discuss a patient?"
  - Request a timeframe for a response to your request
  - "close the loop", by informing your Registrar of the outcome and handover the patient if further follow up required
- Written - Document clearly the name of the person you spoke to, their position and outcome of your referral

### Escalate

- Always escalate to a senior staff (Registrar/Consultant) if you encounter any obstacles

### Feedback

- Request informal feedback from the responder at the end, "was my referral clear and concise?", "was there anything I missed?", "could I have done something better?"

Sometimes it is helpful to have a "practise run" with your team Registrar before making the referral



# Time Management

## Aim:

To improve efficiency and productivity to deliver timely quality care for patients. This results in “a win for all”, excellence in patient care, improved job satisfaction and competence.

## Helpful Tips:

### Be Organised

- Planning: start each day by creating a “Jobs List” and mark off once done i.e. write it down or use technological aids (DO NOT rely on your memory), knowing your list will grow after the ward round.
- Preparation: be sure you have thought ahead e.g. have equipment ready before reviewing patient, reviewed and summarised relevant information before arranging a consult, discharge scripts before 10am, batch similar tasks together etc.

### Prioritisation

- Go through task list with your Registrar/Consultant to check the list is correct and prioritise task order e.g. sometimes it’s a clinical decision when patients are unwell, sometimes it’s an administrative decision when early discharge planning needs to occur, referrals/imaging often best done early.
- If you encounter any difficulties completing a task (e.g. obtaining consult or scan), always escalate to your Registrar early so they can assist.

### Communication

- Clarify any uncertainty early, e.g. reason for consult as this will prevent delays or incorrect communication
- Timely documentation in notes i.e. during or at the end of ward rounds regarding plans, and once tasks are completed to save multiple enquiring phone calls/interruptions
- Closing the loop i.e. keep Registrar informed/documented clearly in notes
- What’s App chat group: Be an active member as this is a quick and efficient way of communication, to see how everyone is doing/issues encountered/delegation of further tasks etc.

### Teamwork

- Patient care is a team effort
- Distribute workload evenly between JMS (e.g. one does consults, one does discharge scripts etc)
- Delegate simple tasks e.g. ask medical students to chase pathology/imaging results or nursing staff to perform IVC/venepuncture
- Assist your colleagues when you are able to, they will be grateful and helps create “collegiality”, they are more likely to help you in return.

### Escalate promptly

- Important to escalate UP and EARLY when you encounter difficulties.
- In a surgical rotation, you may need to change and go to the OT to do this.

### Understanding Unit (Structure & Roles)

- Get a handover from the previous Intern about any “unsaid rules”!!!
- Understand your roles and responsibilities
- Be aware of the composition of “the Unit”, their roles and responsibilities e.g. NUM, clerical staff, allied health etc. they can all be very helpful and save you time if you know what they can help you with.

# Time management and prioritisation tips

Transitioning to a new health system and organisation is challenging and occasionally overwhelming. Often time management and prioritisation are areas in which new doctors are challenged.

Based on the Eisenhower Quadrant, this document aims to provide strategies to assist with this challenge, improve workflow and allow doctors to make the most of their time.



## DO

Urgent and Important- can't be delegated to someone else and can't be delayed.

- Clarify prioritisation with SMS- make sure your whole team is on the same page
- Use ward rounds to multi task- order bloods, imaging, etc. during this time
- Be aware of the behind-the-scenes processes and timeframes for results to come through

## SCHEDULE

Not urgent and Important- this is where you want to be. Having a controlled response to your workload allows for planning and effective prioritisation.

- Be organised- start your shift with list of tasks, prioritised clearly. You can divide your page into the Eisenhower quadrant to assist, or use colours.
- Escalate- do this early and up. For logistics (where is...?) ask your co-HMO's, for clinical decisions/concerns (this patient is deteriorating...) ask your Reg. If you're on a surgical rotation, go to surgery to find them.
- Follow up and close the loop- feed plans/results back to your Reg, communicate with the nurse in charge, follow up with Radiology.
- Ask questions, clarify plans
- Make referrals using ISBAR, use the Referral Cheat Sheet
- Familiarise yourself with EMR- use the Quick Reference Guides, save this to your phone, use templates for notes and procedures
- Be prepared- read PROMPT before you start procedures, check off the equipment list

## DELEGATE

- Is this something only you can do? Is this your responsibility? If not, delegate
- Use the team- HMO's, Interns, Medical Students, Nursing staff, Allied Health
- Remember- you can delegate a task, but not the accountability.
- Follow up on things you've delegated

## ELIMINATE

- Does this need to happen? Can you eliminate it altogether?



# Top tips

# Wellbeing

Hospitals are stressful workplaces. Optimising your wellbeing enables you to cope with daily challenges, contribute productively at work, find enjoyment and thrive in many aspects of your life.

## Helpful Tips:

### Be Organised

- Planning: start each day by listing your daily tasks and mark off once done i.e. write it down or use technological aids (DO NOT rely on your memory), knowing your list will grow after the ward round
- Prioritisation: sometimes it is not always possible to get every task completed, so check with your Registrar the important tasks, and what can be dealt with the following day or handed over
- Aim to leave work at a reasonable time each day. Once shift finishes, “switch off” and give yourself a mental break from work related stress.

### Relationships

- Positive relationships significantly improve wellbeing. Practise kindness and tolerance.
- Maintain regular contact with family/friends/peers
- Establish a group of work peers. This helps with comradery and work enjoyment. Provides an avenue to debrief and impart support (Join the Monash RMO Society on Facebook and Instagram: @monashrmo)
- Utilise workplace mentoring opportunities. [Link](#)
- Look out for your colleagues. Check they are ok? Need coffee break? Help with tasks? Shift cover?

### Physical /other Activities

- Exercise or regular physical activity is an important strategy to combat stress. Improves mood and decreases mental stress [Healthwise Fitness](#)
- Maintain activities/strategies identified to help with stress management e.g. mindfulness exercises, massages, yoga etc.
- Enjoyment. What are things that lift your spirits and continue to include them on a regular basis e.g. travel, cooking, hobbies etc

### Health

- Getting adequate sleep every day is a huge part of feeling well. Sleep is essential for restoring balance and energy to body and brain
- Take proper meal breaks (~30 minutes) instead of snacking on the job. Maintain healthy diet as it combats stress and strengthens immune system. Consider ready-made/delivered meals for convenience: [Hello Fresh](#) [Marley Spoon](#) [Nourish'd](#)
- Rest and relaxation. Rejuvenates body and mind and decreases stress level.

### Recognise burnout

- Key triad: emotional fatigue, physical fatigue & low professional efficiency. Impacting on quality and enjoyment of work and life outside work.
- Not only in yourself, but your colleagues as well
- It is important to have your own GP. You cannot be objective about yourself, allows you to be a “person/patient”.
- Develop a self care plan. More information can be found: [Self Care Plan](#) (Link only works from onsite computers)
- It is OK to ask for help. Seek help either with your GP or hospital resources by contacting Welfare Officer (Rosemary McKemmish 0427409310)/MEO-MDE( 9594 3743) /EAP (1300 687 327) if support required.

[Wellbeing resources](#)

• [Monash Care](#)

• [Monash Doctors Education](#) (Link only works from onsite computers)

# Useful contacts

## **Monash Doctors Workforce:**

Monash Doctors Operations

[monashdoctors\\_operations@monashhealth.org](mailto:monashdoctors_operations@monashhealth.org)

Monash Doctors Recruitment

[monashdoctors\\_recruitment@monashhealth.org](mailto:monashdoctors_recruitment@monashhealth.org)

Monash Doctors Education

[mededucation@monashhealth.org](mailto:mededucation@monashhealth.org)

Monash Doctors IMG

[monashdoctors\\_img@monashhealth.org](mailto:monashdoctors_img@monashhealth.org)

## **Streams:**

General Stream

[monashdoctors\\_generalstreamsupport@monashhealth.org](mailto:monashdoctors_generalstreamsupport@monashhealth.org)

Surgical Stream

[donna.fisher@monashhealth.org](mailto:donna.fisher@monashhealth.org)

BPT Stream

[bptraining@monashhealth.org](mailto:bptraining@monashhealth.org)

## **Support:**

Wellbeing Officer

[rosemary.mckemmish@monashhealth.org](mailto:rosemary.mckemmish@monashhealth.org)