

**This is part 1 (of 3) of your 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.**

*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.



Title: Smoking Ceremony  
Created By: Ruby Gaile - theemeraldflens.com

## Welcome to Monash Health

As a valued team member at Victoria's largest public health service, you will work alongside 22,000 colleagues across 40 care locations, including Monash Medical Centre, Monash Children's Hospital, the Victorian Heart Hospital, Moorabbin Hospital, Dandenong Hospital, Casey Hospital, the Kingston Centre, the Cranbourne Centre, and an extensive network of rehabilitation, aged care, community health and mental health facilities. As a leading academic clinical service, delivering high-quality, patient-centred healthcare to southeast Melbourne, we explore, discover and imagine better solutions for the health problems of today and tomorrow. Curiosity compels us to ask questions, challenge the status quo and search for improvements in everything we do. 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.

At Monash Health, you are ideally placed to learn from some of the world's leading researchers and to take advantage of a 'bench to bedside' ethos to progress your career. We are committed to your learning, education, and professional development. Many of Victoria's most senior and experienced clinicians have built their careers with us and actively share their expertise. In fact, we were recognised in the 2022 LinkedIn Top Companies list as one of the 25 best workplaces to grow your career in Australia. A key part of our commitment to you is to listen, hear, and understand how we can continue to improve. As we emerge from the pandemic, we know that we need to contemplate fundamentally new and different ways of providing care to our community.

With this in mind, we have embarked on a strategic program of work, known as "Excellence in Timely Care", that seeks to innovate and improve patient outcomes across our service. I hope that you'll be part of that journey and that your insights will help us shape it. Like many before, I trust you will enjoy your career with Monash Health. The year ahead is full of promise as we continue our relentless pursuit for excellence in the care we provide to our community. Of course, every new job will bring challenges, but where there are challenges, there are those willing to support and guide you to

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ensure you are not alone. Please don't be shy about asking for help, whether it is professional or personal. The most incredible resource we have is our people, and there is a large team behind you, ready to support you and help you navigate your work.

My best wishes for the year ahead.

**Martin Keogh**

**Interim Chief Executive**



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 Southeast 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.

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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:

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- 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. [COVID positive notification \(monashhealth.org\)](#)
- 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.

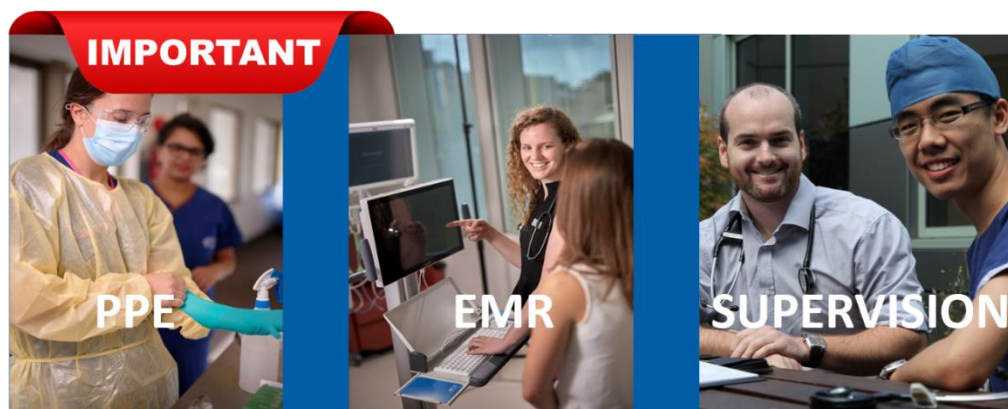
Best Wishes

Associate Professor Anjali Dhulia

**Chief Medical Officer**

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## Areas to focus on first:



## Occupational Health and Safety

### 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 Professor Rhonda Stuart, Infection Prevention for latest infection prevention overview and discussion of current COVID precautions (address to 2023 Interns, January 2023) [in Latte](#). Log in with your Monash Health credentials, Click on "Find Learning" tab and then 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. 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.

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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.

For further information on booking your fit test, please read the Fit Test Booking Quick Reference Guide which can be accessed [here](#).

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. If you do complete your fit testing out of hours and in your own time, you will be eligible for the payment of one (1) hours payment ordinary time, please provide evidence of your booking to Monash Doctors Workforce to add this payment to your first fortnight's timesheet.

#### **Had fit testing completed elsewhere in Victorian Public Health Service?**

If you have a current fit testing status from another health service, you will need to email this to [RPPenquiries@monashhealth.org](mailto:RPPenquiries@monashhealth.org) with evidence to have it transferred to your employee number

## **Accessing the Electronic Medical Record**

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

- [Follow this step-by-step guide on how to complete EMR Training.](#)  
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

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.

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.

[Learn more about setting up Microsoft Teams here](#)

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- The [EMR Website](#) contains over 1000+ QRGs, videos, posters, and more that are accessible to doctors via computer or phone.
- For all issues related to general technology issues, logging into Citrix, or getting a Microsoft 365 account, contact the TBS (IT) Help Desk on 9594 7255 (Dial 1 when prompted)
- For all help with using the EMR, contact the EMR Help Desk on 9594 7255 (dial 2 when prompted)
- For help with booking into EMR Training, email [emrtraining@monashhealth.org](mailto:emrtraining@monashhealth.org)

## Clinical Support Supervision

- Your Unit is responsible for local orientation
- Read the [Unit Handbook](#) (and [Rover](#) if applicable) before commencing (*note password protected - MonashDoctors*)
- 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](#).

## 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:

- That patients who are deteriorating, or at high risk of deteriorating, have early medical consultant input into their care; and
- 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 the intranet page under 'Clinical Portal'

## Assessment

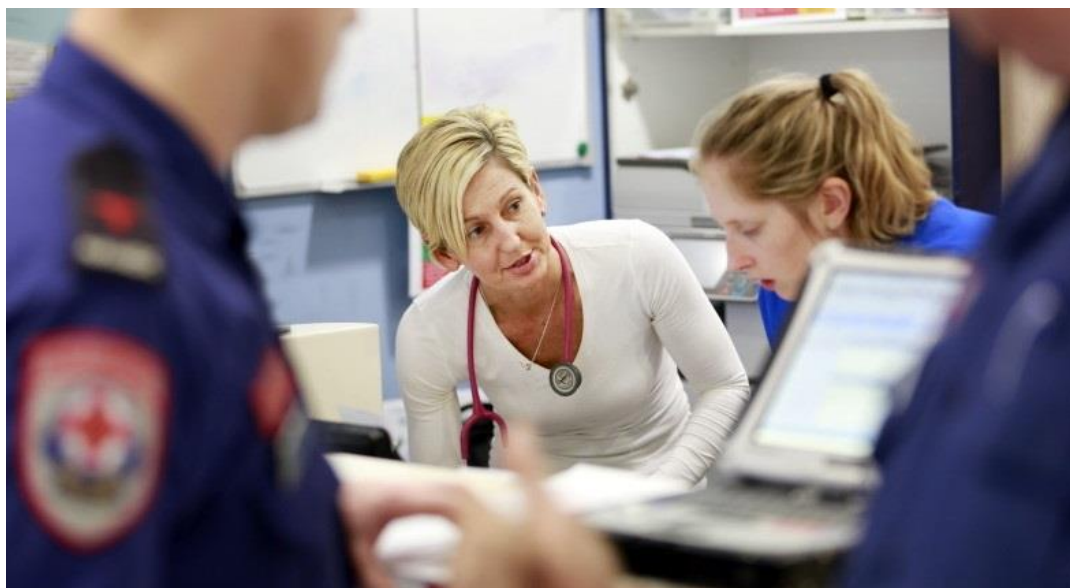
All HMOs must undertake an end of term assessment and submit the form for all rotations that are at least 4 weeks in duration. A HMO assessment needs to be completed and signed by either a

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supervising registrar or consultant and submitted via the MDE portal. [Read more information and visit the portal to familiarise yourself.](#)

## Medical Education Unit

- The Medical Education Unit offers education support to all doctors at Monash Health although our key focus is on the needs of Interns and HMOs. We provide supervision resources, advice and training and co-ordinate the intern and HMO tutorial program.
- 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 by MEO Shayne Magee can be viewed [here](#) and MEO Karen Yates can be view [here](#).



## 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 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).
- MDW Operations would like to welcome you and also highlight key aspects of Operations, such as UKG Dimensions, payslips, leave, rosters etc in this [summary document](#)



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## Practical

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

- All inpatient units have a Unit pharmacist. Introduce yourself and get to know them as they are a valuable resource. Read about [prescribing Monash Health](#)
- Read about the [Antibiotic stewardship program \(intranet\)](#)
- View the [Pharmacy intranet site](#)
- You can access your email via office 365 from any computer by clicking on this [link](#)
- You can access your clinical desktop remotely via citrix [portal.monashhealth.org](https://portal.monashhealth.org) (this is an exact mirror to your office computer, so you can access EMR, intranet, shared G drive folders etc):

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

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## 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. Mandatory and targeted trainings will be paid as ordinary hours. You must send a proof of completion *i.e. screenshot of dashboard displaying the trainings completed* to [monashdoctors\\_operations@monashhealth.org](mailto:monashdoctors_operations@monashhealth.org). A confirmation email will be sent to you once the payment has been processed.

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
- Hand Hygiene
- Prescribing and Medication Safety
- Introduction to Clinical Handover
- Aseptic Technique

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/>

For all assessment uploads to the portal, visit [Monash Doctors website](#).

Monash Doctors website password: MonashDoctors (*case sensitive*) Any feedback or Questions about this eOrientation please email: [mededucation@monashhealth.org](mailto:mededucation@monashhealth.org)