



**Certificate IV in Medical Practice
Assisting HLT47715
In 2021**

Presented by Cathy Baynie - Academic Director Health Program

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Medical Practice Assisting

Nationally recognised training program in the current version of the National Health Training Package.

<http://www.training.gov.au/Training/Details/HLT47715>

AQF Level 4 consisting of 23 Units of study/competency.

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Training.gov.au

This qualification reflects the role of Medical Practice Assistants whose work includes a broad range of administrative functions combined with tasks to support medical practitioners and clinical team in the delivery of care to clients.

These tasks are completed under the direct or indirect supervision of a medical practitioner.

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Training.gov.au – Supervision

A medical practice assistant may work under the supervision of a health care professional other than a medical practitioner such as a registered nurse, but this should only occur where:

- The health care professional is in the same practice as the medical practitioner and the medical practitioner has agreed to the other health care professional providing the supervision
- Team structure of General Practice or other medical practice is ideal
- An enrolled nurse cannot provide supervision.

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What is a Medical Assistant?

Medical Assistants are trained to be flexible team members, that have dual roles in their health practice in:

- Administration e.g., front desk
- Clinical Task Assisting
- Advanced First Aid providers



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Health Workforce Shortage





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Top of Scope


- A Medical Practice Assistant allows for each member of the clinical team to Practice at the top of their scope.
- Focus on task based duties that free the clinician to spend maximum Face to Face time with patients.
- Allows for your Management Team to focus on Business not daily tasks.

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Coordinated Multi Skilled Team



Increased Efficiencies



Increased patient outcomes



Increased job satisfaction

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Reception and Administrative Duties

Crucial and Complex Role in a Practice:

- Formal and Comprehensive Training/education
- Communicate and work effectively
- Working with Diversity
- Work legally and ethically
- Respond effectively to Behaviours of concern
- Medical Terminology

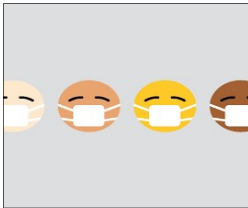
Support Management:

- Manage accounts
- Work Health and Safety

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Infection Control



Hand Hygiene

PPE use – safely wearing and removal

Principles of cleaning workspaces and clinical areas

How to screen and manage patients with infections

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Clinical Tasks

Ensuring compliance and maximise Registered Nurse Face to Face time:



Maintain medication stocks



Cold Chain Management



Process reusable medical devices and equipment

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Patient Care - Direct

Supporting Clinicians to maximise time spent with patients in direct care:

- Take clinical measurements
- Perform ECG
- Supporting Health Professionals in the delivery of care (audiometry, spirometry, bandaging, splints and slings, assisting with plastering, removal of sutures, Blood sugar levels, non medicated nebulising and assistance at minor ops)

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Patient Care – Triage and CPR

Confirm Physical Health Status (unit) - trained to recognise variations to the norm:

- Skilled at triage
- Provide First Aid and CPR (advanced first aid)
- Manage First Aid and Emergency resources

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Patient Care - Indirect



Facilitate a coordinated approach to patient care (unit):

- Care Coordination
- Recalls and Reminders

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Patient Care - Indirect

Support Continuous Improvement
Process and Systems (unit):

- Accreditation
- PIPQI



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Clinical Governance

Clinical governance remains with the health care professional –
Registered Nurse or Doctor.

- Qualification
- Job Description
- Induction
- Ongoing CPD
- Supervision (Direct/Indirect)
- Practice Insurance Policy



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Who is suitable to train as a Medical Assistant?

People who:

Work in a Health Practice

- General Practice is ideal
- If you are from a skin cancer clinic or other narrow field health service, they may be able to do all the clinical skills training with their trainer.

Have support of the Practice

- Practice Manager and Practice Nurse are needed to assist their education. They are asked to sign observation reports that confirm demonstration of the clinical skills

Are able to attend 6 days of face-to-face training over the 24 months duration

Are able to access a treatment room to demonstrate learning of the clinical tasks.

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Medical Practice Assistants

Training in NSW is subsidised by the NSW Government with Smart & Skilled funding.

Traineeships are cost free, and on completion the Practice will receive up to \$4000 for a full time MPA trainee in NSW!

- Must be full time and employed less than 3 months = \$4000
- For a part time greater than 15 hours per week, the subsidy is \$2500

MPA's are Professionally supported - AAPM have a membership category for Medical Assistants.

Health Professionals and Support Services Award MA000027.

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MPA a Day in the Life – Smaller Practice



- Room the patient and undertake routine basic observations
- Cold chain
- Stock management
- Telehealth appointments
- Handling pathology specimens
- Calling and booking recall and reminder patients
- Clinical measurements: ECG, spirometry, BSL
- Ad hoc: wound care, dressings, removal of sutures

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Rooming Patients

- Vitals: Blood Pressure, pulse
- Measurements: height, weight, waist
- SNAP: Smoking, Nutrition, Alcohol, Physical Activity
- Streamline workflow
- Assists to meet practice 10 Quality Improvement measures (QI PIP)
- Pre-screening questionnaires

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Quality Improvement Data

The 10 Improvement Measures are:

- Proportion of patients with diabetes with a current glycated haemoglobin (HbA1c) result
- Proportion of patients with a smoking status
- Proportion of patients with a weight classification
- Proportion of patients aged 65 and over who were immunised against influenza
- Proportion of patients with diabetes who were immunised against influenza
- Proportion of patients with chronic obstructive pulmonary disease (COPD) who were immunised against influenza
- Proportion of patients with an alcohol consumption status
- Proportion of patients with the necessary risk factors assessed to enable cardiovascular disease (CVD) assessment
- Proportion of female patients with an up-to-date cervical screening
- Proportion of patients with diabetes with a blood pressure result

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Data Quality

- Data Coding
- Data Quality
- Data cleansing
- Benefits to the practice
- Quality Improvement - Practice Incentive Payment

Reason for contact

Enter reason for contact

☒ Pick from list (coded)

diabetes

- Diabetes Mellitus - Family History
- Diabetes Mellitus - Gestational
- Diabetes Mellitus - IDDM
- Diabetes Mellitus - NIDDM
- Diabetes Mellitus - Pre
- Diabetes Mellitus - Preventive care
- Diabetes Mellitus - Type I
- Diabetes Mellitus - Type II
- Diabetes mellitus

☐ Free text (uncoded)

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Triage – Urgent Care

Presentation: patient arrives at clinic with a bleeding wound covered with a hanky. Wound made by a shearing handpiece slipping and cutting patient's forearm.

1. Triage
2. Provide immediate first aid – clean wound
3. Pt transferred to treatment room
4. Check tetanus status – Pt to fill out vaccination consent form
5. Get suture equipment setup for GP
6. Handover to GP



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MPA a Day in the Life – Larger Practice



Scheduled sessions:

- Assisting in the treatment room with minor procedures
- Multibed treatment room: walk-in clinic or assist nurses
- Pre-employment medicals – audiometry, spirometry

Sterilising of reusable equipment

Care coordination for case conferencing

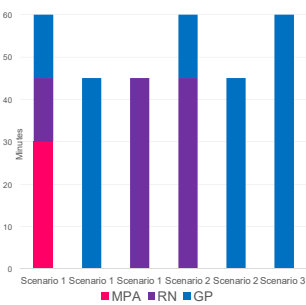
Coordination of Chronic disease management and health assessments

Assist with outdoor vaccination clinics

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Business Case



1 HOUR	WHO	TIME	COST	TOTAL
Scenario 1 721,723	MPA	30min	\$12	\$269.05
	RN	15min	\$10	
	GP	15min		
X3 10997	RN	45min	\$30	\$37.50
	GP	45min		\$117.30
				\$(423.85)
				\$371.85
Scenario 2 721,723	RN	45min	\$30	\$269.05
	GP	15min		
X3 23	GP	45min		\$117.30
				(\$386.35)
				\$356.35
Scenario 3 721,723	GP	60min		\$269.05

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Scenario 1 Vs 3 – 4 hour session

Scenario 1

PN x12 10997 = \$150

GP x4 721,723 = \$1076.20

GP x12 23 = \$469.20

MPA wages \$28

PN wages \$160

TOTAL \$1695.40 (\$28 + \$160) \$1507.40

Scenario 3

GP x4 721,723 = **\$1076.20**

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Business Case - MPA

1 Hour phone calls – 10 calls MPA cost \$28
 Connected with 6 patients
 4 appointments made
 2 Health Assessment (707) \$279.70 x2 **\$559.40**
 2 GPMP review (732) \$74.95 x2 **\$149.90**
Total \$559.40 + \$149.90 - \$28 = \$681.30



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Business Case – RN



1 Hour phone calls – 10 calls RN cost \$40
 Connected with 6 patients
 4 appointments made
 2 Health Assessment (707) \$279.70 x2 **\$559.40**
 2 GPMP review (732) \$74.95 x2 **\$149.90**
Total \$559.40 + \$149.90 - \$40 = \$669.30

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Clinics within your Clinic

- Assisting with clinics within the practice:
 - Wound care
 - Skin excision
 - Diabetic or respiratory clinics
 - Nurse led clinics
 - Care planning



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Improved Health Literacy

- One on one patient education
- Demonstrating patient tests
 - Faecal Occult Blood Kit
 - Helicobacter breath test
- Demonstration practice equipment
 - BP monitor take home
- Preparation for diagnostic or pathology tests
- Allows clinicians to see other patients
- Increases workflow and cash flow



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Patient Navigator

- Work with the healthcare team to coordinate patient care and improve the patient experience.
- Helps patients to communicate with their healthcare providers so the patient gets the information they need to make decisions about their own health care.



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Patient Navigator

- Facilitate patient healthcare
- Patient Centred Care
- Promote health and screening
- Healthcare teams
- Empower patients
- Improved health literacy
- Resource provider
- Care coordination



The Photo
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Workforce Solutions

Cross training:

- Adapt to new and emerging situations based on the broad capabilities of MPA's.

Cover planned or unplanned leave.

Benefits:

- Business can keep running with minimal interruption
- Provision and facilitation of continuity of care.

Remember:

- To remain within your scope of practice.

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Further Information

creating professional success

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