



Medical Practice Assisting (MPA) Online Professional Development Workshop

PHN & UNEP EDUCATION SESSION

Hunter New England Central Coast Primary Health Network (The PHN) in collaboration with University of New England Partnerships (UNEP) present a unique professional development opportunity for Medical Practice Assistants (MPA), their Practice Managers and Medical Receptionists interested in a career as an MPA.

This 4 hour education session has been designed to improve and embed the MPA skill set that has been developed in training, navigate day-to-day MPA career challenges and manage and influence teams. Practice Managers can also update their Human Resources knowledge and procedures by following our case study on hiring an MPA. It's a great opportunity to develop an action plan to translate theory into tangible outcomes for your patients and General Practice.

With skills to support both clinical and administrative areas, MPAs have the potential to increase practice capacity by creating space for other staff to work to the top of their scope of practice. Please join us to find out how!

WHO: Medical Practice Assistants, Practice Managers & Practice Receptionists

WHEN: Friday 13th May 2022, 9:30 am – 1:30 pm

WHERE: Online via Livestream

RSVP: Please [click here](#) to register via Eventbrite. Your link to join the session will be provided in your Eventbrite confirmation email.

Note: Certificates of attendance can only be provided to those who attend live and complete the Slido evaluation survey.

This session will be recorded and become available in the [PHN Education Library](#)

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SPEAKERS: **Cathy Baynie** is the Academic Director, Health Program, University New England Partnerships.



Cathy has career long experience in the Health Industry, much of this being spent in Primary Health Care. Cathy is a Registered Nurse and Certified Practice Manager, having managed both general (Multi-disciplinary) and specialist practices. Other roles include accreditation surveyor and Practice Management Advisor to the NSW Australian Medical Association. Cathy consults Nationally to both General and Specialist Practices.

Cathy is a Director of Western NSW Primary Health Network and Fellow of AAPM. She is firm believer that Practice Managers are key in the development and delivery of strong systems of leadership and management enabling the delivery of quality care in the Australian Primary Health Sector

Cat Ryan has over 20 years' experience in General Practice. Cat is a Practice Manager and Medical Practice Assistant of a rural solo GP practice in the Southern Riverina, NSW. Cat is an Accreditation Surveyor and previously held a role as a Trainer and Assessor with the University of New England Partnerships for the Certificate IV in Medical Practice Assisting course. In reorienting her General Practice toward a preventative health approach, Cat has successfully introduced the role of medical assistants in developing innovative models of care.

Program

| TIME | AGENDA ITEM |
|----------|--|
| 9:30 am | Welcome, introductions and acknowledgement of country |
| 9:40 am | Introduction to the role of a Medical Practice Assistant including scope of practice |
| 10:00 am | Recruitment, induction and Human Resource management of an MPA - step by step process with handouts provided |
| 11:00 am | Practical demonstration of cleaning a wound (refresher) - live aseptic technique |
| 11:30 am | 30 MINUTE BREAK |
| 12:00 pm | Business cases to optimise the MPA role in your Practice MPA role in vaccination clinics for COVID boosters & influenza including cold chain management, stock ordering, consent forms, data collection, and observation post vaccination |
| 12:45 pm | Expert panel discussion and Q&A |
| 1:25 pm | Evaluation and close |

Please note, the program is subject to change.

For event enquiries, please contact the PHN Education Team at education@thephn.com.au

We look forward to receiving your registrations!