

## Training and support

### Initial training & facilitation session

We provide a **training & facilitation session at your practice**, to help your team get the most out of your DRINFO monthly audits. The training session is **1 hour 30 minutes** and we recommend it is attended by the **Practice Manager, Nurses and key Doctors**. We will liaise with you to find a mutually convenient date and time. Evening or weekend training can be arranged upon request. We suggest this training & facilitation session occurs within the **first six months**.

**To organise your in-practice training session for your practice team (1 hour 30 mins), please complete the training & facilitation request form**

### Advanced training and user group meetings

We are happy to run regional advanced training sessions throughout the year. Please contact us to find out more or request one of these in your area.

[info@drinfo.co.nz](mailto:info@drinfo.co.nz)


## DRINFO training & facilitation session for your practice team

The training & facilitation session will help you and your practice team get the most out of your DRINFO audit report.

PLEASE ALLOW 1 HOUR 30 MINS FOR THE IN-PRACTICE TRAINING SESSION FOR YOUR TEAM

<b>For the whole team (review the basics)</b> <ul style="list-style-type: none"> <li>• Introduction and overview to your DRINFO report</li> <li>• How to navigate through the pages of your DRINFO audit report</li> <li>• How to apply filters to the patient lists</li> <li>• How to monitor your progress over time and compare your practice performance with other practices.</li> </ul>	<b>15 mins</b>
<b>For the Practice Manager &amp; Admin/Reception team</b> <ul style="list-style-type: none"> <li>• CAPITATION – Optimising register management and capitation based funding</li> </ul>	<b>15 mins</b>
<b>For the Nurses and Doctors</b> <ul style="list-style-type: none"> <li>• DATA QUALITY – Helps you enhance the clinical quality of your patient records</li> <li>• PROGRAMMES – Finds patients who could be eligible for funded programmes</li> <li>• SCREENING – Helps you achieve your performance targets</li> <li>• FLU VACCINE – Identifies patients eligible for a funded flu vaccine</li> <li>• CHILDHOOD IMMUNISATIONS – Finds children missing/overdue immunisations</li> <li>• Clinical management of CVD and DIABETES – Helps you manage patients in accordance with national guidelines</li> <li>• POLY-PHARMACY – Identifies patients on multiple drug groups who may benefit from a medication review</li> </ul>	<b>45 mins</b>
<b>ePOST™ and SMART RECALLS™ using AUTOMAIL™</b> - Our automated mailing service in partnership with Western Mailing <ul style="list-style-type: none"> <li>• <b>SMART RECALL™</b> patient centric letters – save time and money by letting DRINFO create multiple recalls in a single, weighted according to priorities.</li> <li>• <b>ePOST™</b> – single recall letters delivered to the patient without the practice team having to print, stamp, put into envelopes. Let automated machines do that for you, so you can spend more time with patient contact.</li> <li>• <b>AUTOMAIL™ printer</b> for statements – printed remotely, gives you the flexibility to enclose newsletters, or separate letters with 30, 60 and 90 day statements.</li> </ul>	<b>15 mins</b>

### Remember:

	Please keep a note of your questions from using the audit report, also any queries which do not look right (e.g. data codes that you use which are not picked up by the DRINFO queries) so we can go through in the training & facilitation session.
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## Request for training & facilitation session at our practice

Practice name and address

Please contact me to arrange a convenient date and time for a 1 hour 30 minute DRINFO training session for our practice team.

Name	
Position	
Email	
Phone	

The best days and times for our DRINFO training session would be:

	Best day of the week	Best time on these days. Please allow (1 hour 30 mins)
1 <sup>st</sup> choice		
2 <sup>nd</sup> choice		
3 <sup>rd</sup> choice		

We will then be in contact to arrange a mutually convenient date

Notes or special requests

**PLEASE FAX REPLY TO (09) 441 9355**

**Or POST to**

DRINFO NZ Limited M287 Private Bag 300987 Albany North Shore City 0752

## Training record for practice team at:

We recommend that everyone who is using DRINFO is supported to use it effectively by:

1. Reviewing the relevant sections of this user guide
2. Attending a training session

This page will help you to keep a record of who has reviewed the training guide and had training.

<b>Names Practice Manager (s)</b>	<b>Review of User Guide completed (Date)</b>	<b>Training &amp; facilitation session completed (Date)</b>

<b>Names Practice Nurse (s)</b>	<b>Review of User Guide completed (Date)</b>	<b>Training &amp; facilitation session completed (Date)</b>

<b>Names Reception &amp; Admin team</b>	<b>Review of User Guide completed (Date)</b>	<b>Training &amp; facilitation session completed (Date)</b>

<b>Names Doctor (s)</b>	<b>Review of User Guide completed (Date)</b>	<b>Training &amp; facilitation session completed (Date)</b>