



ST VINCENT'S
HOSPITAL
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Junior Medical Staff Handbook 2018

Inspired to
Care

Introduction

Welcome and congratulations on your employment to St Vincent's Hospital Melbourne (SVHM)

This Junior Medical Staff (JMS) handbook is designed to provide Medical Interns through to Fellows, information regarding employment, conditions, relevant non-clinical policy information and contacts for people within St Vincent's Hospital Melbourne.

This handbook is a digital document and is available online.

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Junior Medical Staff Support

Working as a junior doctor in large tertiary, regional and rural hospitals can be both exciting and challenging. You will face unique hospital administrative systems, learn to prioritise your workload and supervisors' requests and manage demanding patient conditions.

Please be mindful of these challenges and care for both yourself and others. Seeking assistance is the professional response if life at work, or outside it, is becoming difficult. Please seek help early.

SVHM senior medical staff and supervisors are an important source of professional support, are readily available to you and will also be able to link you into other supports as appropriate. In many units there are dedicated Term Supervisors, whose responsibilities include coordinating orientation, education and assessment of Junior Medical Staff (JMS) within their unit. In addition, there are overall Supervisors of Training who oversee training within various specialty streams, Prevocational Supervisors of Training.

We would also strongly encourage you to engage with a General Practitioner. Please do not treat yourself (or your colleagues).

Further suggestions for supports are listed in the table on page 2.

<p style="text-align: center;">Employee Assistance Program</p> <p>SVHM employees and their families are eligible for counselling via the ACCESS employee assistance program</p> <p style="text-align: center;"><u>Employee Assistance Program Website</u> 1300 66 77 00</p>	<p style="text-align: center;">St Vincent's Medical Centre</p> <p>SVHM also has a GP service located at ACU University. Address: The Daniel Mannix Building Mezzanine Level 17-29 Young Street, Fitzroy</p> <p style="text-align: center;"><u>SVHM Staff Health Centre - Intranet</u> To book an appointment please call 9953 3762</p>
<p style="text-align: center;">General Practitioner</p> <p>All doctors are encouraged to have their own trusted GP.</p>	<p style="text-align: center;">JMO Health</p> <p>Website for junior doctors by junior doctors. Self-assessment tools to see how you're going, strategies to manage common scenarios and resources to support mental and physical health.</p> <p style="text-align: center;"><u>JMO Health Website</u></p>
<p style="text-align: center;">Victorian Doctors Health Program</p> <p>A confidential 24 hour service available to all doctors and medical students with health concerns including stress and anxiety, substance abuse disorders, mental health disorders and other health problems. Callers do not need to identify themselves.</p> <p>VDHM can also provide contacts for GPs with experience treating other doctors.</p> <p style="text-align: center;"><u>VDHP Website</u> Or Phone: 9280 8712</p>	<p style="text-align: center;">SVHM STAR Program</p> <p>STAR is a multi-disciplinary peer support and critical incident stress management team. Confidential emotional support to individuals and teams who request assistance in the workplace. They are available 24 hours, 7 days a week via switchboard.</p> <p style="text-align: center;"><u>Star Program - Intranet</u></p> <p style="text-align: center;">Via hospital switchboard X 99 Offsite 9231 2211</p>
<p style="text-align: center;">Registrar</p> <p>Registrars know what it's like to be a junior doctor in training, and they are often your first port of call when you need advice on clinical issues, or work related matters.</p>	<p style="text-align: center;">Term Supervisor</p> <p>Each unit has a dedicated Term Supervisor, responsible for coordinating the orientation, education and assessment of junior medical staff within that unit. In addition, there are overall Supervisors of Training who oversee training within various specialty streams.</p> <p style="text-align: center;"><u>Term Supervisors</u></p>
<p style="text-align: center;">Mentor</p> <p>All interns have been matched with an HMO3 or Registrar Mentor. Your mentor is a great person to contact if you need some pearls of wisdom, some tips about career options or just a coffee with someone who can listen.</p>	<p style="text-align: center;">Medical Education Team</p> <p>Two prevocational supervisors and a Medical Education Officer (MEO) available to discuss personal or work related concerns.</p> <p style="text-align: center;">Contact Rachel Green, MEO (03) 9231 3794 or Email <u>Education and Learning</u></p>

Junior Medical Staff Key Contacts

St Vincent's Hospital, Melbourne	
Phone: (03) 9231 2211	

Junior Medical Workforce Unit (JMWF)	
Helpdesk Extension	X 2821
Email	mwfu.enquiries@svhm.org.au

Education and Learning Team			
Main Reception Extension	X 2900 Email: svhm.educationandlearning@svha.org.au		
Pre-vocational Supervisors	Jenny Weil	jennifer.weil@svha.org.au	Via switch or MEO
	Genni Newnham	genni.newnham@svha.org.au	
Medical Education Officer	Rachel Green	rachel.green@svha.org.au	X 3794

Sick Leave and Work Related Illness	
Employee Health Connect	1800 440 339

Payroll		
Payroll Enquiries	svhm.payroll.services@svha.org.au	X 2829

Other Useful Numbers		
Switchboard	switchboard@svha.org.au	X 99
IT Help	it.servicedesk@svha.org.au	X 4000
Security	security@svha.org.au	X 4444
Emergency Codes	X 2222	
Kronos	Amendments: kronos.amendments@svha.org.au	X 11840

Junior Medical Staff Representatives & Opportunities

JMS Medical Workforce Reference Group

The objective of the JMS Medical Workforce Reference Group is to promote mutual understanding and sharing of information between junior medical workforce and hospital management, thereby optimising the working conditions of SVHM's junior medical workforce.

It provides a regular two way communication forum on all employment related issues, including but not limited to: recruitment, rostering, workload, workplace facilities, supervision and support, facilities and conditions at external rotational sites. Meetings are held monthly.

Membership opens annually and JMS representatives may self-nominate. Previous members may continue for additional terms.

PMCV JMO Forum

The JMO Forum is a group of junior doctors who with the support of the Postgraduate Medical Council of Victoria (PMCV) represent the interests of JMOs from all Victorian Health Services in education and training. The Forum convenes five times per year to explore the current issues affecting our ongoing education and training needs including issues relating to accreditation, welfare and workforce.

Two junior medical staff (one intern and one PGY2+) represent the SVHM's JMS group at the PMCV JMO Forum. Meetings are held five times per year. The SVHM's JMS representative at the JMO Forum also attends the JMS Medical Workforce Reference Group.

There is capacity for additional JMOs to attend meetings of the JMO Forum in the capacity of 'general participants'. General participants will be involved in all discussions but are not formally recognised as nominated representatives of the JMO Forum.

Surgical Residents Committee

The Surgical Resident Committee represents the interests of Pre-SET Surgical Residents. The committee facilitates various programs targeting the professional development of Pre-SET Surgical Residents including education, mentorship, research and social activities. Residents are welcome to approach any member of the committee for assistance.

JMS Education Committee

The JMS Education Committee was launched in the second half of 2018. The education is targeted at PGY2+ (although Interns can also attend). The committee focuses on identifying and facilitating education to support the professional development of junior medical staff at all levels.

Provider and Prescriber Numbers

You will need to apply for your Provider and Prescriber Numbers **early** as there can be long delays with Medicare during peak periods of application. The date your application is received by Medicare will be the date your Provider Number becomes valid.

You must provide both your **provider** and **prescriber** numbers to the Medical Workforce Unit mwfu.enquiries@svhm.org.au as soon as possible.

Provider Number

- Click this link to the [Department of Human Services](#) website to apply for your provider number.
- For each workplace location (eg: you are rotating from St. Vincent's Hospital to Swan Hill then Werribee on secondment), you must apply for additional Provider Numbers for each workplace. Once you have your initial Medicare provider number (above), you can obtain additional numbers using [Health Professional Online Services](#) (HPOS)
- Medicare advises you to tick the first box "Refer & Request only – Intern" **or** the third box "Refer & Request & Assist". Either of these boxes will ensure you receive your Provider number trouble free

Medicare Contact Details:

- Medicare Provider Registration hotline 1300 302 122
- Email address provider.registration@humanservices.gov.au.

*Please note that Medicare does not accept electronic signatures.

Prescriber Numbers

Before receiving your Prescriber Number, you can prescribe medications on inpatient medication charts, however you **cannot write discharge prescriptions**.

You must not use someone else's Prescriber Number, write discharge prescriptions for someone else to sign, or sign scripts written by someone else.

General Principles for JMS Employment at Public hospitals

New EBA at 1 August 2018

- To find further information regarding the new Enterprise Agreement please visit the [AMA website](#)

Obligations of the Hospital to Employed doctors

- Honour the full period of the employment agreement signed
- Provide HMOs with access to all relevant policies and procedures
- Ensure that the hospital work environment allows all HMOs to work in an atmosphere of mutual personal and professional respect

JMS General Obligations

- Provide medical care and expertise as assigned by SVHM or affiliate Health Services HMOs will at all times comply with the hospital's policies and procedures and comply with all legislation in the discharge of those duties
- Maintain current registration with the Medical Practitioners Board of Victoria and provide evidence of this annually
- Honour the agreed period of the employment agreement signed with the Hospital

Personal and Professional Behaviour in the Workplace

Ethos Culture

- Ethos is a cultural change program that has been implemented across the entire hospital.
- Ethos has been developed to ensure that staff and patients feel valued, welcome and safe.
- We want to celebrate our role models, and support staff to recognise and change poor behaviour.
- Ethos removes barriers to speaking up and makes it easier to report issues.
- If you see some behaviour you think should be rewarded, let us know so we can share and celebrate our role models.
- If you see behaviour where staff or patients are not treated respectfully, we want to give you the skills to speak up, but if you are unable to, the program includes an online system for you to report your concerns.
- Ethos can be found on the SVHM Intranet home page under 'important links'.

Rosters

Background

SVHM supports a strong culture of learning and endeavours to allocate rosters in accordance with balance, fairness and diversity of exposure, and wherever possible, personal and particular training aspirations and needs. It is also essential to develop safe and functional rosters to ensure excellent patient care. Achieving this balance of patient care and training preferences will necessarily require compromise, and we appreciate your support and patience in following the processes outlined for all roster changes.

PLEASE BE AWARE daily roster changes and master annual roster changes are completed by different departments as follows:

- The Master Annual Rosters are prepared by the Junior Medical Workforce Unit.
 - Whole term swaps may be considered, provided the swap:
 - doesn't adversely impact upon continuity of patient care
 - is consistent with training requirements
 - doesn't break terms into smaller blocks
 - Any proposed change of the annual roster should be discussed with Junior Medical Workforce Unit mwfu.enquiries@svhm.org.au
- Daily Rosters are prepared by roster coordinators in your local clinical area.

The hospital's responsibilities are:

- Daily rosters of at least 28 days duration are made available at least 14 days prior to operation.
- Rosters are available on the Intranet, via Quick links under *Doctor's Rosters*.
- To endeavour to incorporate requests for both terms and annual leave when preparing the annual roster. Once the annual roster has been distributed changes have broad impacts on your colleagues, and so we request mutually agreeable swaps are negotiated and communicated to mwfu.enquiries@svhm.org.au
- Roster swaps, including individual shifts and terms, will only be approved if they are not to the detriment of patient care, hospital staffing or individual doctor training requirements.
- To ensure where a roster clash or vacancy arises, secondment hospital rostering must take precedence due to limited workforce availability

Your roster responsibilities are:

- To advise the relevant administrative staff of any changes required prior to the preparation of rosters
- Once posted, if changes are required liaise with your Daily Rostering Coordinator to arrange a suitable swap.
- To communicate with the relevant team member when you are unable to work your scheduled shift, in addition to reporting your absence to Employee Health Connect (1800 440 339). Note: You are also required to notify Employee Health Connect regarding absences on external hospital rotations.
- To ensure that any roster swaps are equivalent in hours, and comparative skill mix and level of experience (i.e. intern to swap with intern)
- To ensure that a roster swap doesn't adversely affect the welfare and health of either staff or patients

- To advise switchboard in writing via switchboard@svha.org.au of changes.
- Where a suitable swap cannot be affected, the doctor will be required to work the shift.

NOTE: The **reliever role** is to cover unexpected leave throughout the hospital and secondment sites ONLY and not for personal flexibility.

In the Emergency Department, any roster swaps require a written request via a **Notice of Roster Change application** (or email) to the relevant administrative person.

JMS Daily Roster Contacts

Contact	Phone Ext	Email	Term Responsibility
Jeanette Elphick	4710	jeanette.elphick@svha.org.au	<ul style="list-style-type: none"> • Surgery • Call Gastro • Call Neuro • Cardiology • Gastroenterology • Respiratory • Medicine (except the above)
Jane Kinsey	4823	jane.kinsey@svha.org.au	<ul style="list-style-type: none"> • Call Special Med • Call Special Surg • Dermatology • Drug and Alcohol • General Medicine • Geriatrics
Dee Henriss	4253	dee.henriss@svha.org.au	<ul style="list-style-type: none"> • Anaesthetics
Jenni Apcar	4388	jenni.apcar@svha.org.au	<ul style="list-style-type: none"> • Emergency
Rhonda Mason	5604	rhonda.mason@svha.org.au	<ul style="list-style-type: none"> • Palliative Care
Yvette O'Brien		yvette.obrien@svha.org.au	<ul style="list-style-type: none"> • ICU
Ruth Guy	4329	Ruth.guy@svha.org.au	<ul style="list-style-type: none"> • Psychiatry

Handover of patient information (Night shift)

For all night shift roles which involve coverage of multiple units of the hospital (i.e. not including shifts in emergency and ICU) the following handover periods are established for the transfer of critical patient information.

- The night resident is rostered to start 15 minutes prior to end of previous shift i.e. 21.45hrs on weeknights and 30 mins on weekends i.e. 21.30hrs
- The night resident is rostered to finish 15 minutes after commencement of morning shift on weekdays i.e. 08.15hrs, and 30 minutes on weekends i.e. 08.30hrs
- Night Registrars are rostered to start 30 minutes prior to end of previous shift i.e. 20.30hrs & rostered to finish 60 minutes after morning shift commences i.e. 09.00hrs, to allow handover to morning staff.
- In the event that a night registrar is required to remain after 0900hrs due to a Consultant ward round or medical emergency, an unrostered overtime claim form should be completed
- Each night there is a Medical Registrar within the Hospital to supervise the Interns/HMO2 on night duty.
- In the event of sick leave that is unable to be covered at night the medical registrar and surgical registrar will need to reallocate jobs at the night HUG meeting.

Handover

- The parent unit's registrar on call should inform the cover intern/resident of any potential admissions and provide clear instructions
- Whenever possible it is preferable to have a face to face handover using ISBAR
- For weekends a written handover document should be compiled and placed in a designated folder to be used by the weekend cover which is located in the 8 West workroom
- The night General Medical Registrar will convene a Handover Update Gathering (HUG) at 2300hrs in the ICU meeting room, to coordinate the night cover and review workloads/ unit cover allocations with the night interns and HMO2s.

Role	Hours	Days
Interns: Call Spec Med HMO2	2130 – 0830	Monday to Sunday
Call Spec Surg HMO2		
Nights Medical Registrar	2030 – 0900	
Nights Surgical Registrar (HMO3 Surgical)	2130 – 0830	
Nights Medical Admit Registrar	2030 – 0900	Monday to Friday
	2030 – 0815	Saturday/Sunday
Nights Admit HMO3	2030 – 0830	

Unrostered Overtime

SVHM has developed a policy that clearly addresses the process and procedures of claiming unrostered overtime. This can be found under Doctors Rosters in the Quick Links on the front page of the intranet, as below.



This policy is designed to ensure that:

- The reasonable hours required to be worked are acknowledged, rostered and remunerated.
- All HMOs and Registrars work a reasonable amount of weekly hours in accordance with a healthy work / life balance, and the relevant Industrial Agreements, legislation and Worksafe guidelines in relation to safe working hours.
- Unrostered overtime should only occur in circumstances of demonstrable clinical need where the provision of care to specific patients could not be adequately provided by another rostered Medical Officer.
- The overtime form can be located under Doctors Rosters in the Quick Links, as above.

Leave Applications and Procedures

Annual Leave

- For all rotational staff, annual leave is paid by SVHM, irrespective of location of rotation.
- Entitlement is 5 weeks annual leave per annum for all full time 12 month employees. The additional 1 week compensates for working more than 10 weekends (i.e. a Saturday or a Sunday) a year
- Generally all 5 weeks will be rostered each year, with no provision to carry leave over into subsequent years
- Annual leave commences on the Monday of the first rostered week. Do not make travel plans prior to the first Monday of leave before checking whether there are rostered weekend shifts.
- **INTERNS:** you will be rostered either 2 or 3 weeks annual leave during year and 3 or 2 weeks at conclusion of Intern year, prior to commencement of HMO year.
- All other Junior Medical Staff – annual leave taken in accordance with the annual roster
- An annual leave form must be completed and submitted to the Junior Medical Workforce Unit irrespective of location i.e. internal or external rotation.

Exam and Study Leave

- The award entitles you to a minimum of 3 clear days study leave paid prior to the sitting of a mandatory exam, the exam day off and paid (if a rostered day).
- In situations where there is additional travel, e.g. Perth, further explanation to Junior Medical Workforce Unit may be required prior to approval.

Conference – paid and unpaid leave

- We will do our best to accommodate conference leave requests for junior medical staff where possible, and appreciate your early notification and flexibility in aiding the process.
- There is the potential for one (1) week of paid leave (which may be accrued over 2 years) and/or unpaid leave.
- We need to ensure adequate cover of your role in your absence to support your team and ensure patient care. Relievers are not always available.
- The process is:
 - Apply for Conference Leave by 31 March of the year or otherwise no less than three months' notice.
 - Junior Medical Workforce will establish whether a reliever will be available and the effected Head of Unit (HOU). **It is at the discretion of the HOU, in view of the cover arrangements, whether requested leave will be approved.**
 - This process is the same for secondment sites.

Sick/Carers Leave

- SVHM has a centralised sick leave notification service provided by Employee Health Connect.
- If unwell please call **Employee Health Connect on 1800 440 339** to notify them of your absence. An email/page will then be sent to your roster coordinator to inform of your absence.
- All medical certificates are emailed to statdec.medicalcert@svhm.org.au
- To ensure continuity of patient care, you should also notify a member of your team (for example your registrar and/or consultant).

Assessment Forms

Feedback is an essential way of learning and developing your practice. You should seek feedback from Supervisors and your broader inter-professional team at all opportunities. SVHM is committed to this process to ensure the best health outcomes for our patients, and also to provide you with the best training and learning opportunities.

Feedback can occur informally, and we strongly encourage this.

Below are some details about the more formal feedback strategies in place:

- All supervising senior medical staff in all rotations has a responsibility to provide you with feedback throughout the rotation.
- Interns use the [National Intern Assessment Form](#) and the HMOs, Registrars and Fellows use the SVHM Assessment form. This form can be found on the SVHM Intranet home page under 'Junior Medical Staff'.
- Written documentation on performance is retained in SVHM personnel files and may be viewed by contacting the Medical Workforce Unit.
- JMS are encouraged to provide feedback to the Education and Learning on their assessment of the rotation with particular reference to the supervision and support, medical opportunities and educational benefit of the rotation.

It is your responsibility to ensure the forms are completed and submitted to Education and Learning in a timely fashion.

- Specialty Registrars are required to submit TWO completed End of Term assessments over the year. One in August (mid-year) and one in January (end of year). If as part of your training program, you are already required to submit a performance assessment to a College, please submit a copy to Education and Learning in lieu of the SVHM assessment form. This can be done in person or via email svhm.educationandlearning@svha.org.au

Kronos

Kronos is an online roster and attendance system, which has replaced the previous paper based timesheet process.

- Kronos is accessed via Quick Link on St Vincent's Intranet Home page.
- Kronos is updated by the daily roster coordinator
- If your timecard is incorrect please advise the daily roster coordinator, this will need to be adjusted within your pay period.
- If your Kronos was incorrect for a specific pay period, a Kronos amendment form will need to be completed and emailed to kronosamendments@svhm.org.au

You will have 2 key functions in Kronos:

- 1. View your Schedule**
(View your schedule and view your Calendar)
- 2. View you Timecard**
(View your time worked per Pay Period)



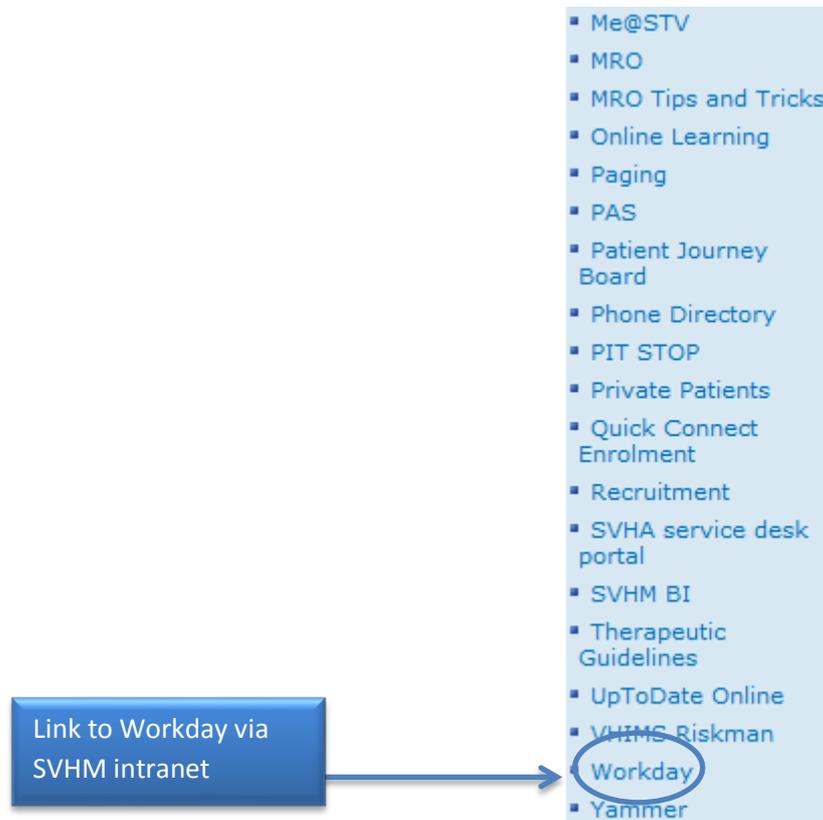
Salary Packaging

- Salary Packaging is not administered by SVHM, but through an independent provider, Smart Salary. Therefore, all enquiries regarding packaging should be had only with the provider directly.
 - Smart Salary – 1300 476 278
 - www.smartsalary.com.au
- In all discussions with Smart Salary you will need to quote both your
 - Employee Number (refers to Employment Details Form or pay slip)
 - Pay Run - H (for all junior medical staff)

Workday

Workday has been implemented across all of SVHA to provide better information and simpler, consistent processes for all managers and employees. This includes access to all your online training, including mandatory competencies.

Workday has replaced some of our existing systems including eRecruit, and ePerformance. We still use Kronos for rostering and requesting time off, and our current Payroll systems also remain.



The screenshot shows the Workday dashboard with two main sections: 'Announcements' and 'Applications'. The 'Announcements' section contains three items: 'Completing Courses in Workday Learning', 'Important Reminder', and 'Payment Dates'. The 'Applications' section contains 12 items: 'Learning', 'Learning Admin', 'Reports I Can Run', 'Inbox', 'Favorites', 'Personal Information', 'Time Off and Leave', 'Onboarding', 'Performance', 'Reports', 'Career', and 'Pay'. The 'Learning' icon is circled in blue, and a blue arrow points from a text box below to it.

Click on 'Learning' to access mandatory training requirements

Your mandatory training will be listed here

The screenshot shows the 'Learning' page with a blue header and a left navigation bar. The main content area is titled 'Required for You' and contains two course cards: 'SVHA Workday Learning for Learners' and 'SVHA Workday Learning for the Learning Team'. A blue oval highlights these two course cards, and a blue arrow points from the text box above to the oval. The right sidebar contains a 'Learn' section with 'Search Learning', 'Topics', 'Drop Course', and 'Course Calendar', and a 'Progress' section with 'Required', 'Not Started', and 'In Progress'.

Information on Car Parking

For all car parking enquiries, please contact car park management:

Email: campus.carpark@svha.org.au

Tel: (03) 9231 3123 (Monday - Friday 9am-4pm)

Fax: (03) 9231 4261

Campus Car Park Office

Underground Car Park

Basement, Inpatient Services Building

St. Vincent's Hospital

Fitzroy

Tel: (03) 9231 2157

There is also detailed information on the intranet about the options, which include:

- Permanent Parking Card (24/7 access)
- Permanent Parking Card (overnight access)
- After Hours Parking Card

Bicycle Parking

St Vincent's has been actively involved with exploring alternative modes of transportation to reduce greenhouse emissions. To encourage this St Vincent's has increased facilities for cyclists, in particular areas for parking bicycles in secure places.

Location	Spaces Available per Location	Address	Who Can access	Fee
SVHM Multi-Storey Car Park	100	Fitzroy St (Basement)	Staff	Free
SVHM Underground Car Park	50	Basement Inpatient Services Building	Existing users only	Free