Triage for Primary Healthcare Professionals

COURSE INFORMATION

Course snapshot

COURSE TITLE	**Triage for Primary Heathcare Professionals**
COURSE SUMMARY	This online course is tailored to Registered and Enrolled Nurses working in General Practice. It's main aim is to equip you with the knowledge and skills to triage patients referred to you by Reception Staff, or patients who deteriorate in your presence. You will gain the confidence to safely and effectively triage patients in the telehealth sphere and in face-to-face interactions. This is an interactive course that invites you to use all your senses in the learning process
VALUE FOR ORGANISATIONS	Strengthen best care practice with an understanding of Triage in Primary Healthcare, including telehealth and face-to-face interactions, that outline safe and medico-legal consideration. Develop communication techniques and build clinic policy to manage agitated or anxious patients, parents, or carers, as well as effective telephone triage.
UNITS OF COMPETENCY	NA
COST	$50 (inc. GST)
PRE-READING	There is no pre-reading for this course.
DELIVERY & ASSESSMENT	Online assessment completed via accessIQ.
ESTIMATED HOURS OF STUDY	3 hours of active learning.
CPD HOURS	As a general guide, one (1) hour of active learning equates to one (1) hour of CPD. It is the responsibility of the individual student to calculate how many hours of active learning have been completed. The hours of active learning estimated above should act as a guide to CPD hours.
ENTRY REQUIREMENTS	To view entry requirements please refer to the next page.
TERMS AND CONDITIONS	Visit benchmarquegroup.com.au/terms-and-conditions View Student Handbook

Course outline

What is Triage? The dictionary definition of triage in healthcare is: "The principle or practice of sorting emergency patients into categories of priority for treatment."

Triaging is essential when you may be dealing with hundreds of patients a day, all with different needs, requests and health backgrounds.

In this course students will be equipped with the skills to safely triage patients to ensure those with the more urgent medical conditions are seen first. Students will be able to utilise the convienve of the online only course to complete study in your own time, and learn the processes for effectively triaging paitients both via telehealth or face to face

Course outcome

Upon successful completion of the course students should have the ability to:

- Understand triage in the context of Primary Healthcare

- Compare and contrast telehealth triage and face-toface triage

- Be aware of safety and medico-legal considerations with respect to triage

- Identify techniques best employed for effective verbal communication during telephone triage

- Outline an appropriate process for telephone triage in general practice that follows safe and effective principles

- Explain the best method used in communicating with agitated or anxious patients, parents or carers.

Course content

Content for the Triage for Primary Healthcare Professionals course includes:

- Introduction to Triage
- Types of Triage
- Processes for Telephone Triage
- Processes for Face-to-Face Triage

Entry Requirements

Entrants to the Triage for Primary Healthcare Professionals course must provide evidence of a relevant professional role. Relevant roles would include:

- Registered Nurses
- Enrolled Nurses
- Allied Health Professionals
- Aboriginal and/or Torres Strait Islander Health Workers
- Aboriginal and/or Torres Strait Islander Health Practitioners
- General Practitioners
- General Practice Registrars
- Others on application.

About access IQ

We are paving the way for innovative and easy online learning through our bespoke online course and assessment platform, accessIQ.

• Study anywhere, anytime

• Edit saved answers, review before submitting

• Live student console – tracks assessment, enrollments and waitlists

• Access statement of results and resource library.

About Benchmarque Group

Benchmarque Group is a Registered Training Organisation (RTO 21824) delivering a range of clinical skills courses to meet the needs of a broad range of health professionals across Australia.

As an RTO working in the health sector, our focus is on the delivery of courses designed to provide healthcare professionals with the opportunity to expand their skills and careers. We concentrate on skills and knowledge that can be immediately implemented in a vocational context.

Skills learnt today can be used tomorrow.

Benchmarque
Group

For Further information contact:

Ground Floor 101 Cremorne Street
Cremorne VIC 3121

1300 855 568

courses@benchmarquegroup.com.au

www.benchmarquegroup.com.au