

westerndoctors  
Western Health



# MEDICAL SERVICES ORIENTATION AUGUST 2023

MEDICAL EDUCATION UNIT  
WESTERN HEALTH [meu@wh.org.au](mailto:meu@wh.org.au)

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CHIEF MEDICAL OFFICER – DR. ABI ARUL

Dear Doctors,

I am delighted to welcome you to Western Health as part of our August 2023 cohort.

It has been an extremely busy first 6 months for everyone here at WH with the launch of phase 2.1 of our EMR across the organisation, we also became a gazetted mental health service from July 1 and started providing medical care for the Dame Phyllis Frost Centre which is a nearby female remand prison in the West.

PMCV accreditation will take place in September 12-14<sup>th</sup>, and a team will be visiting all our sites for the ACHS National Standards short notice assessment too this year.

The next few months will see our digital health teams working with clinical services to optimise the EMR post Go Live and we will also start planning for commissioning and transition into the New Footscray Hospital slated to open in 2025.

As you will quickly realise things are always busy here, but despite that we continue to focus on providing the Best Care for our patients and just as importantly we need to prioritise looking after our colleagues and ourselves.

It is easy to forget to look after our own health and wellbeing in the midst of ongoing clinical demand, clinical exams, and applications & interviews for 2024 training programs, so I urge you all to reach out to the many supports available around you if you need help at any time.

Whilst there is a lot going on, don't forget to enjoy your time here with us – the RMO Society has numerous functions planned throughout the year and there is an End of Year lunch at all of our campuses. Take the time to connect with your peers, and embrace being part of one the fast growing networks in Victoria!

I hope you all settle in smoothly and I look forward to meeting you over the next few months.

Best Wishes,

Abi



## WESTERN HEALTH STAFF SERVICES PORTAL & WELEARN

Western Health uses a system called **'Welearn'** to deliver online education and training for all staff.

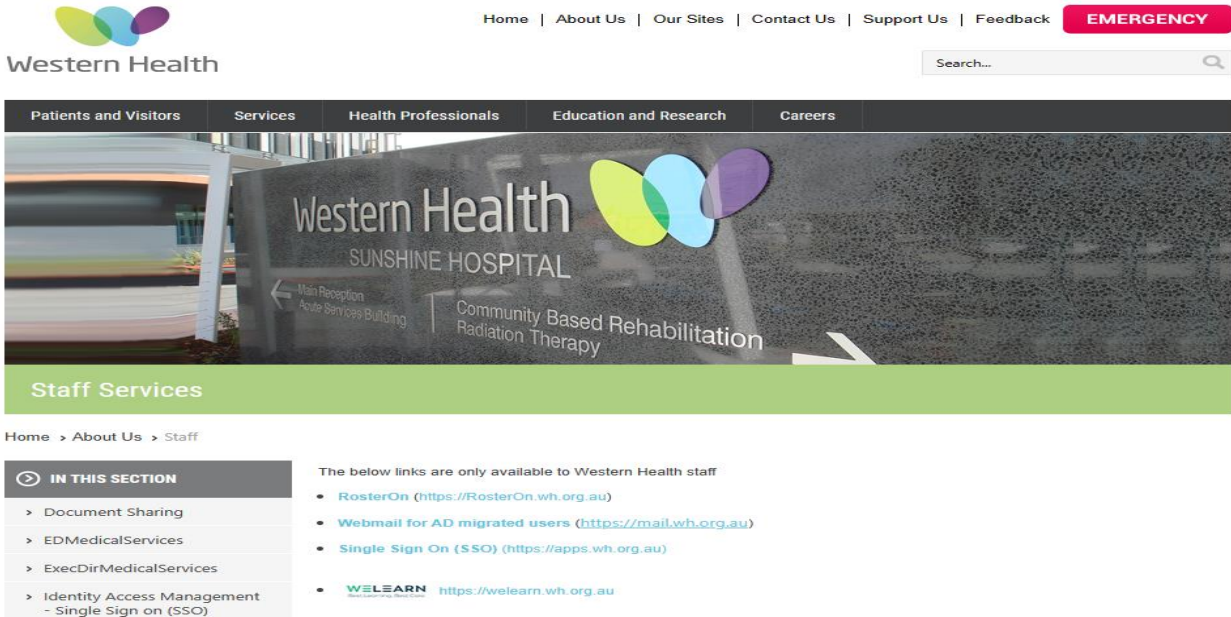
As a new employee you can create a temporary Welearn account so you can access and review courses without an employee number or work email prior to your start date. You are welcome to complete courses that are relevant to your role before you commence your employment however this is not mandatory.

It is essential that you complete **Hospital Orientation** and **Electronic Medical Records (EMR)** ELearning modules prior to your first clinical shift.

If you have received your Western Health network ID (User Name) and password then followed the instructions to change your password via the staff services website, and please head over to the WeLearn portal.

You can find the WeLearn portal in one of two ways:

- Follow this link: <https://welearn.wh.org.au>
- Or, alternatively, if, for whatever reason, you're unable to access the above link, please google: "Staff Services Western Health"  
<https://www.westernhealth.org.au/AboutUs/staff/Pages/default.aspx>



The screenshot shows the Western Health website's staff services portal. At the top, there is a navigation bar with links for Home, About Us, Our Sites, Contact Us, Support Us, and Feedback, along with a red EMERGENCY button and a search bar. Below this is a main banner for Sunshine Hospital with directions to Main Reception, Acute Services Building, and Community Based Rehabilitation/Radiation Therapy. A green bar labeled 'Staff Services' is visible. The main content area is titled 'IN THIS SECTION' and lists several links: Document Sharing, EDMedicalServices, ExecDirMedicalServices, Identity Access Management - Single Sign on (SSO), RosterOn (https://RosterOn.wh.org.au), Webmail for AD migrated users (https://mail.wh.org.au), Single Sign On (SSO) (https://apps.wh.org.au), and WELEARN (https://welearn.wh.org.au). A note states that the below links are only available to Western Health staff.

INSTRUCTIONS ON HOW TO ACCESS WELEARN – PENDING WESTERN HEALTH NETWORK I.D

1. Please click on the link to access the Welearn home page <https://welearn.wh.org.au>
2. Click on 'Volunteers, Contractors & Students' and then the **'Create New Account'** tab and complete all fields on the registration form including your mobile phone and email address
3. Registration Key: **New Starter or Locum**
4. You will receive a confirmation email to activate your temporary account and you can proceed to log into Welearn using the link sent to your email address. Please check your spam if you do not receive the email.

Select NON-EMPLOYEES



Please fill out all mandatory fields identified with an \*

The registration key is: LOCUM

Registration Key

Once your new WeLearn account is activated:

1. Use the course catalogue or search function and type in:
  - a. Western Health Orientation and complete the module.



### Western Health Orientation

**Description:** This course provides you with all the information you need to start your journey at Western Health.

**Learning Type:** eLearning

**Recommended For:** All new Western Health staff

**Course Duration:** 30 minutes

**Course Contact:** Laura Mulcahy (Laura.Mulcahy@wh.org.au)

[Go to course](#)

You will be working in a role where you are required to access our **Electronic Medical Record (EMR)** system for patient documentation, it is essential that you complete the online EMR training prior to your start date.

2. Use the course catalogue or search function and type in:
  - a. EMR for Medical Officers and complete the August Intake 2023 module



### EMR for Medical Officers (August Intake 2023)

**Description:** This EMR for Medical Officers (August Intake 2023) is designed to provide rotating and new Medical Officers rotating in August with the online EMR training required.

**Delivery Mode:** eLearning

**Course Duration:** Approx. 2-3 hours dependent on your role

**Course Contact:** EMR Training Team (WHS-EMRTrainers@wh.org.au)

[Go to course](#)

3. Select 'Go to Course'
4. Select 'All Sections'



#### STEP 1.

If you are a new staff member at Western Health, complete the EMR for Medical Officers (Comprehensive Course) module

#### STEP 2.

COMPLETE THE MODULE THAT IS RELEVANT TO YOUR NEW ROTATION

NOTE: YOU CAN COMPLETE MORE THAN ONE MODULE IF REQUIRED (E.G. SPECIALIST CLINICS AND PERIOPERATIVE & THEATRE MODULES)

#### STEP 3.

FINAL ACKNOWLEDGEMENT: IT IS IMPORTANT THAT YOU TICK THE BOX TO MARK THIS COURSE AS COMPLETE

On completion of the above-mentioned modules, you will be awarded a certificate of completion, MEU suggests that you keep a digital or print the certificate for your records.

A certification of completion will enable activation of your EMR user account which you will receive on your first day at work.

A payment for your online orientation and EMR training will be processed within two pay periods following completion. Payment will be based on 30 minutes for the Western Health Orientation and EMR Courses completed based on the listed course duration (i.e. EMR for Medical Officers - Comprehensive Course = 2 hours and EMR for Medical Officers - ED = 1 hour). Payment will be identified as 'Training Time' on your payslips. Should you not receive payment as outlined, please contact the Medical Workforce Unit at [mwu@wh.org.au](mailto:mwu@wh.org.au).

When you have been issued a Western Health employee number, your temporary Welearn account will automatically merge to create a permanent Welearn account and any completed courses and certificates will be transferred across to this account.

You will be able to access Welearn automatically when you log into your Western Health network account.

## WELEARN SUPPORT

If you experience any Welearn related issues, please contact [welearn@wh.org.au](mailto:welearn@wh.org.au) for support

## EMR SUPPORT

### Roving EMR support

- The Digital Health Training team will be visiting clinical areas during the periods set out below
- Alternatively, please call the Digital Health Training team on 03 9057 8258 on the day if you need them to come out to you directly

Footscray Hospital	7 August to 11 August
Sunshine Hospital	Monday to Friday 8.30 am to 4pm
Williamstown Hospital	Monday 7 August 8.30 am to 4pm

## ICT SUPPORT

For any login, email or account related issues, please contact Service Desk

Monday to Friday: 7:00AM to 10:00PM

Saturday & Sunday: 7:00AM to 4:00PM

During these hours the Service Desk can be contacted for all ICT and/or EMR queries by either:

Phone: 8345 6777 Email: [servicedesk@wh.org.au](mailto:servicedesk@wh.org.au) Portal: <http://servicedesk.wh.org.au>

## MEDICAL WORKFORCE UNIT

### HOW WE SUPPORT YOU

**“One Stop Shop”** all matters pertaining to Medical Staff.

#### Core Functions:

- Recruitment, credentialing, Contracts and On-boarding (JMS & SMS)
- JMS Rosters, Leave and Time & Attendance Management
- Business Support and Governance
- Workforce Planning and Optimisation

#### Standard Business Hours:

- Monday to Friday – 08.00 – 16.30hrs
- Telephone: 8345 7392
- Email: [mwu@wh.org.au](mailto:mwu@wh.org.au)

### MEDICAL WORKFORCE UNIT, JMS ROSTERS & OPERATIONS TEAM



**Hien Nguyen**  
Director, Medical Workforce  
[Hien.Nguyen3@wh.org.au](mailto:Hien.Nguyen3@wh.org.au)  
0432 722 056



**Zana Bogdanoska**  
Operations Manager, MWU  
[Zana.Bogdanoska@wh.org.au](mailto:Zana.Bogdanoska@wh.org.au)  
0481 252 523

**MWU Enquiries**  
**[mwu@wh.org.au](mailto:mwu@wh.org.au)**  
**8345 7392**



**Minh Nguyen**  
Rosters & Operations Coordinator  
Critical Care and Support Services  
(incl. Footscray & Williamstown ED)  
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Rosters & Operations Coordinator  
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**Stephanie Attard**  
Rosters & Operations Coordinator  
Aged & Continuing Care and Mental Health &  
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**Jay Sangwan**  
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**Jacinta Stewart**  
Rosters & Operations Coordinator  
Women's & Children's  
[Jacinta.Stewart@wh.org.au](mailto:Jacinta.Stewart@wh.org.au)  
0468 567 952 / 8345 4896

WE ARE LOCATED ON THE GROUND FLOOR AT FOOTSCRAY HOSPITAL



### ROSTERS, TIMESHEETS & PAYSLIPS

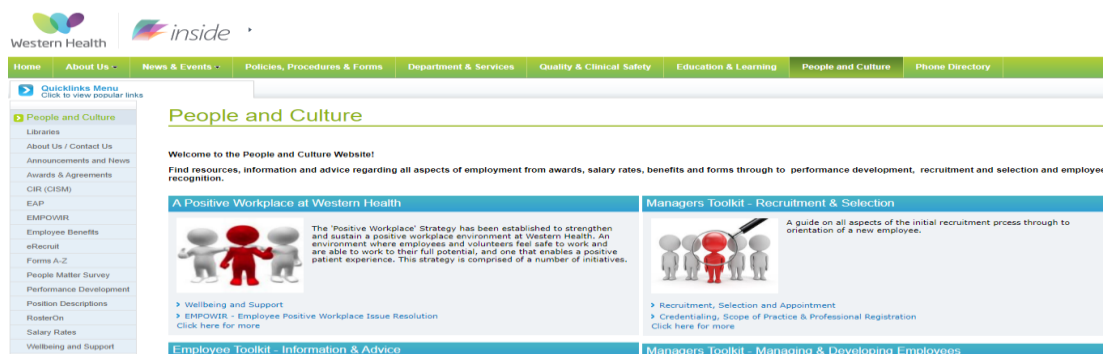
Western Health uses an electronic payroll system – “Roster On”.

- **Rosters** – circulated via email (MWU or Specialty Units), also located & maintained on Roster On.
- **Timesheets** – not required, some exceptions i.e. external rotations (if unsure, please check with your unit if a timesheet is required)
- **Pays** – processed as per Roster On (excluding unrostered overtime and recall)
- **Pay Dates** – Thursday’s following pay period end
  - i.e. Period ending = 13/08/23, pay date = 17/08/23
- **Pay Slips** – emailed to your nominated email address

## UNROSTERED OVERTIME & RECALL

Unrostered overtime and recall claim forms can be found at:

1. Western Doctors website <https://westerndoctors.wh.org.au>
2. Intranet
  - a. Select People and Culture tab
  - b. Select Forms A – Z



- c. Select the letter J



3. Complete the form, don't forget to sign
4. Refer to guidelines on back of the form for submission details
5. Completed forms should be emailed to [mwu@wh.org.au](mailto:mwu@wh.org.au)

## PERSONAL (SICK) LEAVE

**MWU Business Hours are Monday – Friday 08.00 – 16.30hrs**

- You must notify your Unit and MWU **via phone**
- MWU Reception on **845 7392** or your rosters coordinator
- Please ensure you speak with MWU, otherwise we may not be aware to assist with arranging cover.

**MWU After Hours are Monday – Friday 16.30 – 08.00hrs, Saturday & Sunday and Public Holidays**

**MWU are available Sat/Sun/PHs 07.00 – 15.30hrs**

- Contact switchboard on **8345 6666**, and request that you need to speak to MWU or Clinical Hospital Coordinator (CHC) re: Personal Leave.

## ROSTER SWAPS / CHANGES

All changes must be communicated and approved by relevant units or MWU (check locally for approved process).

- Interns/HMOs/Gen Med & Gen Surg Registrars = MWU
- Specialty HMOs/Registrars = local units

## ANNUAL AND CONFERENCE LEAVE ENTITLEMENTS & PROCESS

**HMOs** are not required to complete annual leave forms, leave allocation as per annual roster planner.

Applications are required for Conference and Exam Leave.

**Specialty HMOs and Registrars** must complete leave forms and seek authorization from HoU. Please send completed and signed forms to [mwu@wh.org.au](mailto:mwu@wh.org.au)

Leave forms can be found on the Western Doctors website or on the Intranet.

## FURTHER QUESTIONS AND ASSISTANCE

### Rosters and Operations (incl. Pays)

- Contact your Rosters and Operations Coordinator
- If not sure, email [mwu@wh.org.au](mailto:mwu@wh.org.au)
- If still unsure contact Zana Bogdanoska or Hien Nguyen

**JMS Recruitment** – [westisbest@wh.org.au](mailto:westisbest@wh.org.au)

**Education and Training** – [meu@wh.org.au](mailto:meu@wh.org.au)

## WESTERN DOCTORS WEBSITE

The Western Doctors website can be located at <https://westerndoctors.wh.org.au>

Password: westsidebestside



## MEDICATION EDUCATION UNIT

The Medical Education Unit (MEU), provides orientation, training and education, mentoring, pastoral care and career advice and counselling to all medical services at Western Health.

### MEET THE TEAM

**MEET THE TEAM**

**A/Prof Stephen Lew**  
Director of Medical Education & Dean of Clinical School

**Dr Sean Fabri**  
Supervisor of Intern Training & Principal Supervisor IMGs

**Dr Fiona Reid**  
Co-Director of Clinical Training (Surgical)

**Dr Russel Krawitz**  
Co-Director of Clinical Training (Surgical)

**Dr Kunle Onasanya**  
Deputy Director of Clinical Training (Surgical)

**Dr Jonathan Kaufman**  
Director of Clinical Training (General)

**Dr Elke Hendrich**  
Director of Physician Education

**Dr Nicole Lioufas**  
Deputy Director of Physician Education

**Julie O'Connell**  
Medical Education Officer (Surgical)

**Juli Toussaint**  
Medical Education Officer (General)

**Maryrose Winfield**  
Administration (Physician Education)

**Kristian Mitev**  
Medical Education Officer (Interns)

**Kerrie Terrill**  
Administration (Intern & General)

### EDUCATION OPPORTUNITIES

Each Unit has their own teaching program and all are welcome to the follow education programs:

- |                        |                                     |                  |
|------------------------|-------------------------------------|------------------|
| • Intern teaching      | Tuesday                             | 12.30 – 13.30hrs |
| • Medical Ground Round | Wednesday                           | 12.00 – 13.00hrs |
| • Resp Grand Round     | Thursday (1 <sup>st</sup> of month) | 12.30 – 13.30hrs |
| • Surgery              | Friday                              | 09.00 – 10.00hrs |
| • Surgical Workshop    | Friday (alternate)                  |                  |
| • Workshops            | Advertised throughout the year      |                  |

## WESTERN DOCTORS APP

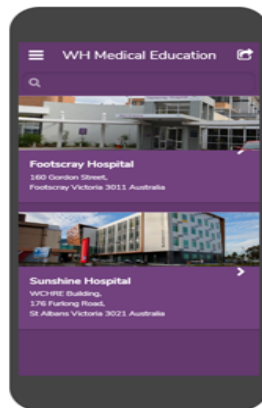
The Western Doctors APP contains information on:

- HMO Supervision
- Term Descriptions
- ROVERS

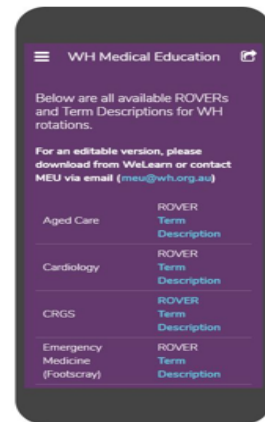
Download the APP <https://westerndocs.shareableapps.com>



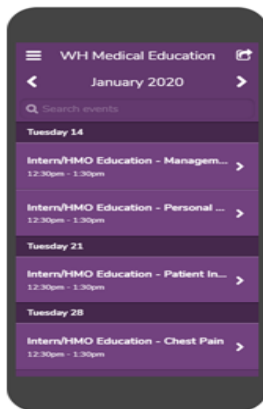
**Orientation information**



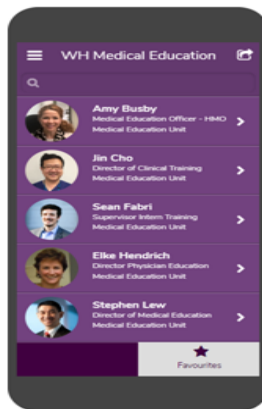
**Campus maps**



**ROVERs and Term Descriptions available by the bedside or when you need them most**



**Up-to-date education calendar**

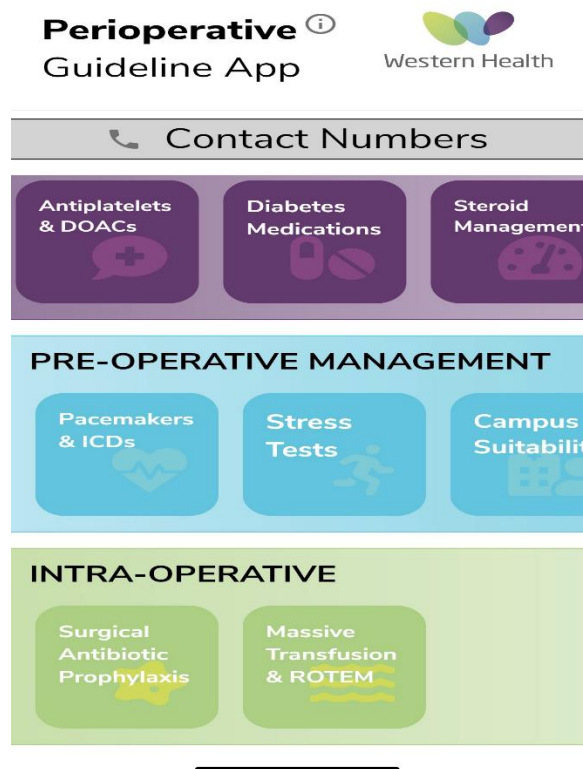


**MEU Contact details**



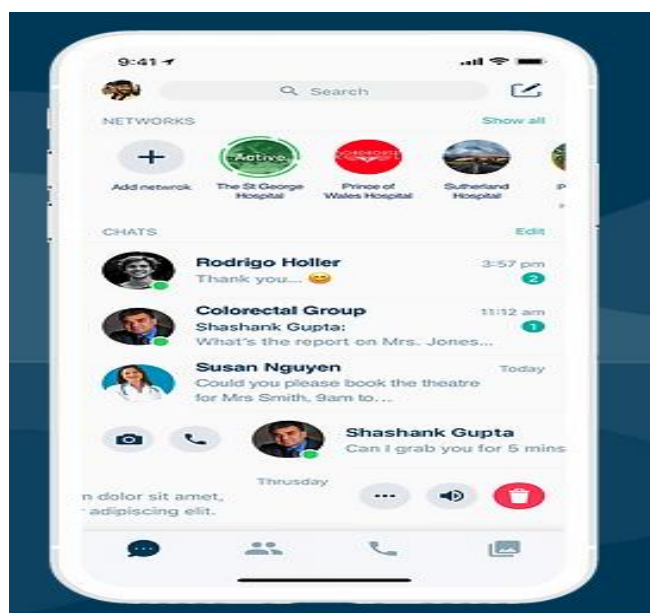
## PERIOP APP

The Periop app is useful for surgery, anaesthesia, obstetrics etc.



## MY BEEPR

My BEEPR is Western Health's preferred communication method.



## RMO SOCIETY

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The RMO Society is your voice at Western Health.

The RMO Society can be contacted at: [whrmsociety@wh.org.au](mailto:whrmsociety@wh.org.au)

Or for further information click on the QR Code



## MEU CONTACT DETAILS

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If you have any questions, concerns, ideas or you want to get involved in simulation or medical teaching contact us on: [meu@wh.or.au](mailto:meu@wh.or.au) or [first.lastname@wh.org.au](mailto:first.lastname@wh.org.au) to get in direct touch with a MEU staff member.

## MANDATORY COMPETENCIES

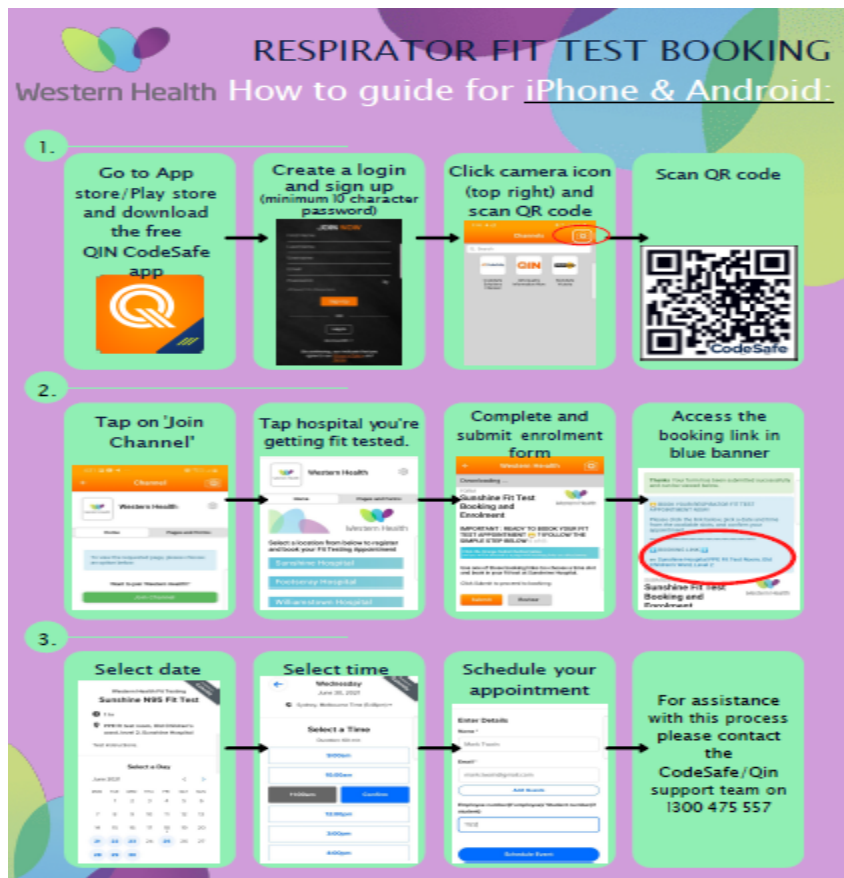
Mandatory competency modules are also located on Welearn. You have six weeks from commencement of employment to complete your mandatory and department learning requirements. If you have completed any of your allocated competencies at another health organization you can apply for recognition of prior learning (RPL) via Welearn. For example, hand hygiene Australia.

To be completed:

- Face to Face BLS assessment – New to Western Health Employees only
- BLS/ALS learning modules and quiz
- Hand Hygiene Australia (HHA)
- Aseptic Non-Touch Technique (ANTT)
- Occupation Violence and Aggression
- Blood Prescribing
- EMR
- Hospital Orientation

## RESPIRATORY FIT TESTING PROGRAM

If you require respiratory fit test of a N95 mask please follow:



- Alternatively contact 1300 475 557 to make an appointment.

## ORIENTATION VIDEOS

Rapid Response System: Dr David Alexander	<a href="https://vimeo.com/440222589/2477510eea">https://vimeo.com/440222589/2477510eea</a>
Health & Wellbeing: Dr Andy Tagg	<a href="https://youtu.be/vl3c-7niLEQ">https://youtu.be/vl3c-7niLEQ</a>
Quality, safety, and the patient experience: Dr Narelle Watson	<a href="https://vimeo.com/575591836/f9912ce761">https://vimeo.com/575591836/f9912ce761</a>
Infectious Diseases: Dr Marion Kainer	
JMS 2023 Handbook	Please see attached