

The Hero's Journey

GP Hero 2 Week Onboarding Framework

Overview

The Hero's Journey is the two week training program all new GP Hero's undertake before starting work as a Hero for our Australian General Practice clients. In the document below you will find an overview of the units completed in the two week training.

Unit One: Welcome (0.5 Day)

- Welcome Message (Video by Kody)
- Your Hero's Journey: What To Expect
- Facility Tour
 - Comfort Rooms
 - Parking
 - Lockers
- Work Hours & Attendance Quiz
- Company Overview
 - Our Mission
 - Our Culture
 - Our Team
- The Hero's Handbook

Unit Two: Laying Some Foundations (0.5 Day)

- An Introduction On Australia
- Aussie Slang
- Time Zones
- Speaking With Australians
- Australian holidays
- The Privacy Act
- What is a General Practice?
- The role of a GP HERO
- HIPAA Certification
- HIPAA Certification Assessment
- Health Identifiers
 - What is an Individual Health Identifier?
 - How do you get an Individual Health Identifier
 - What information does an IHI associate with me?
 - Status of an IHI

Unit Three: General Practice Software (4 Days)

- Best Practice
 - What is BP?
 - Add a new Patient
 - Add and review contract notes
 - Book or update an appointment
 - Rebook an appointment
 - Find, move, or cancel an appointment
 - Validate Health Identifiers
 - Arrive a patient
 - Check Appointment reminder replies
 - Create an account from an appointment
 - Create a simple account
 - Create an account for worker's compensation
 - Held Accounts
 - Correct an unpaid account
 - Correct a payment or paid account
 - Correct a Medicare Online Claim
 - Pay with or refund a deposit
 - Create a Banking Batch
 - Import Bulk Clinical Documents
 - Using the to do list
- Medical Director
 - What is Medical Director
 - Add a new Patient
 - Update Contact Notes for patient
 - Book a new Appointment
 - Edit an Appointment
 - Cancel an Appointment
 - Book an Urgent Appointment
 - Validate Health Identifiers
 - Arrive a patient
 - Check Appointment reminder Replies
 - Correct an unpaid account
 - Correct a Medicare Online Claim
 - Import Bulk Clinical Documents
- Quiz

Unit Four: Medicare (1 Day)

- All about Medicare

- What is Medicare?
- How Medicare works?
- The Medicare funding
- Who can enrol?
- How to enrol?
- What's covered?
- Quiz

Unit Five: Useful Software Skills (2 Days)

- Office 365
- Google Workspaces
 - How to use Gmail
 - How to use Google Alerts
 - How to use Google Hangouts
 - How to use Google Chrome
 - How to use Google Apps
 - How to use Google Drive
 - How to use Google Calendar
- Task Management Tool Solutions
 - Teamwork
 - Trello
 - Asana
 - Airtable
- Instant Chat & Voice Messaging Solutions
 - Slack
 - Skype
 - Zoom
 - Cubiko

- Calendar Tools
 - HotDoc
 - HealthEngine
 - Automed
- Quiz

Unit Six: Administration Skills (2 Days)

- Answering Phone Calls
- Making Outbound Calls
- Messages / Email Etiquette
- Spelling Grammar Tools

- Time Management Strategies
- Communication Strategies
- Keeping Things Organised
- Inbox Zero (Email Management)
- Calendar Management
- Quiz

Conclusion

- Finding Training: The Hero Academy
- Getting Support
- Future Personal Development Sessions