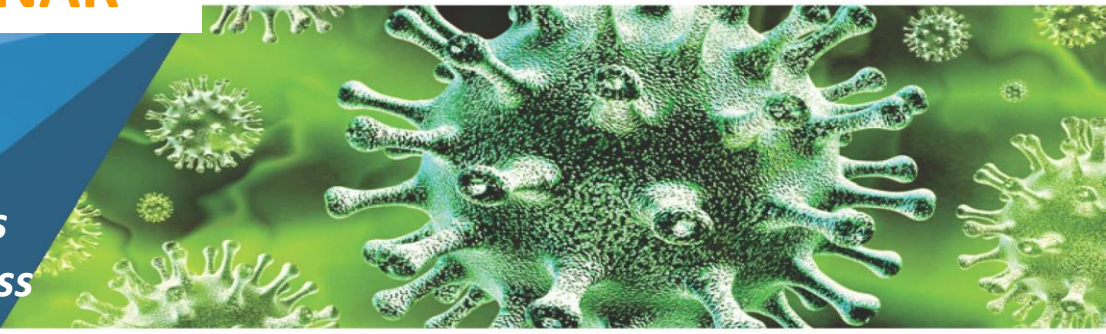


ONLINE WEBINAR

COVID-19 Vaccine Managing Change, Patient Expectations & the consent process



Sydney North Health Network (SNHN) invites GPs, Practice Nurses, Practice Managers and their staff to a webinar and Q&A session on COVID-19 Vaccine rollout: *managing change, patient expectations and the consent process*. This webinar also explores what has and hasn't worked and will conclude with a Q&A session.

DATE:

Thursday 27 May 2021

TIME:

7.00pm – 8.30pm

CONTACT:

For more information contact the Education Team at events@snhn.org.au

REGISTER:

https://us02web.zoom.us/webinar/register/WN_q9MNSCaoQJ-g2KE2boxXJw

SPEAKERS AND PANELISTS

Cathy Baynie | Practice Manager and Director/Immediate Past National President Australian Association of Practice Management Ltd (AAPM)

With career long experience in health, Cathy consults to both General and Specialist practices with a focus on system improvement, risk and change management. Cathy is the Immediate Past National President of the Australian Association of Practice Management (AAPM), is a Registered Nurse and also the Academic Director, Health Programs with the University of New England Partnerships teaching into the Diploma of Leadership in Healthcare Practice. Cathy also has a ministerial appointment to the Primary Health Advisory Group, Department of Health.

Fiona Kolokas | Director and Consultant, Synergize MediManagement

Fiona is an experienced Practice Management consultant with significant industry experience, tertiary qualifications, and industry recognition. Skilled in management, healthcare management, strategic leadership, risk management and business development. Fiona is passionate about communication and development amongst practice teams and the wider community.

TOPIC AREAS

Change Management:

- How to take the team with you
- The importance of being flexible and how this impacts on your business (including booking process, vaccine resistance and cancellation)
- What *not* to change (including risk, privacy and standards)
- Looking after yourself and your team

Managing Patient Expectations:

- Those wanting the vaccine
- Vaccine resistance
- Routine care – including telehealth vs face to face to face consults

Consent Process – it's not just a piece of paper!

What worked / What Didn't work

Please register online

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On registering you will receive an automated message from Zoom confirming your registration. If you do not receive this email, please check your Junk folder or contact events@snhn.org.au