

Practice Nurse Orientation

Manual 2026



Our Values - Tō Mātou Uara

He mana tō te whānau - Whānau-centred

Tōkeke - Equitable

Manawa whakaute - Respectful

Pono - Transparent

Welcome to Primary Health Care

Starting a new role can be daunting with so much to learn and it can be hard to know where to start. This resource can be used as a guide to provide some structure to your orientation. Furthermore, this manual can be used to help you access further opportunities for growth and learning.

Practice Nurses work autonomously and collaboratively to promote, improve, maintain, and restore health. Primary health care nursing encompasses population health, health promotion, disease prevention, wellness care, first-point-of-contact care, and disease management across the lifespan of an individual. The setting and the ethnic and cultural grouping of the individual you care for will determine models of practice.

Partnership with people – individuals, whanau, communities, and populations - to achieve the shared goal of health for all, is central to primary health care nursing.

As a Practice Nurse you are:

- Professionally accountable for all aspects of delivery of nursing care.
- Educated and competent to carry out delivery of service.
- Able to acknowledge any limitations in your knowledge and competence.

Your General Practice Team

Number of enrolled patients:

General Practitioners/ Nurse Practitioner	Name	Areas of special interest
Practice Nurses		
Receptionist / Administration		
Healthcare Assistant		
Health Improvement practitioner		
Health Coach		
Practice Manager		
Other team members		

Induction	week 1	week 2-6	date	signature
Introduction to colleagues at the practice				
Tour of the building				
Overview of the Practice - history, philosophy, patient base, services offered				
Arrangements for practice meetings				
Practice communication processes				
Emergency medical response - equipment, priorities, roles				
Overview of Te Whatu Ora, WellSouth and ACC				
Links to other Health providers - primary, secondary etc.				
Use of telephone, transfer calls etc				
Practice Manual. Where to find practice policies and Procedures				

Health and safety	week 1	week 2-6	date	signature
Evacuation plans including assembly point				
Hazards register				
Incident reporting				
Availability of personal protective equipment (PPE)				
Location of first aid kit and accident reporting				
Keys, security access etc.				
HR arrangements				
Employment Agreement / Contract for Services completed				
Position Description or contracted services requirements issued				
Payroll, timesheets and rosters				
IRD and Kiwi saver information				
Workplace expectations - dress code, timekeeping, communications etc.				
Leave - entitlements, how to apply and what to do if sick				
Professional development plan				
Practice code of conduct and disciplinary procedures				
Police check completed				
Core Policies and Procedures				
Privacy policy including Health Information Privacy Code				
Sign confidentiality agreement				
Health & Disability Code of Rights				
Complaints procedures				
Māori health policy				

Pacific health policy				
Cultural Safety training				
Informed consent				
Managing test / lab results				
Child Protection Policy and Procedure				
Acute patient triaging				
Infection control and sterilisation				
Health & safety				
Incident management				
Requirements specific to role				
Daily and weekly routines				
Briefing about established relationships				
Briefing about key staff reports / working relationships				
Key documents and their locations				
Equipment location and training				
Following up test / lab results in the system				
Sight current 'Annual Practicing Certificate' and evidence of Indemnity Insurance.				
Autoclaving and sterilisation				
Stocking consulting rooms				
Re-ordering supplies				
Escalating medical emergencies				
CPR competed within 6months				

PMS	week 1	week 2-6	date	signature
login details, passwords etc.				
Recording clinical notes				
READ classifications				
Medical warnings/ allergies				
Screening and recalls				
Printing prescriptions				
Recording immunisation				
Accessing test results				
Clearing tasks and inbox				
Procedure for invoicing patients				
ACC process - Complete ACC45 forms Invoice codes Documenting in notes i.e. cast, dressings, closing wounds etc				
Procedure for Extended Primary Care (EPC)				
Dashboard				
PHO Programmes				
Health Pathways				
Use of internet and e-mail				
HealthOne Access – complete forms				
WellSouth Portal and claiming				
Access to Health Learn				

Induction process complete

New Nurse Full Name

Signature: _____

(Employee)

Date: _____

Signature: _____

(Employer)

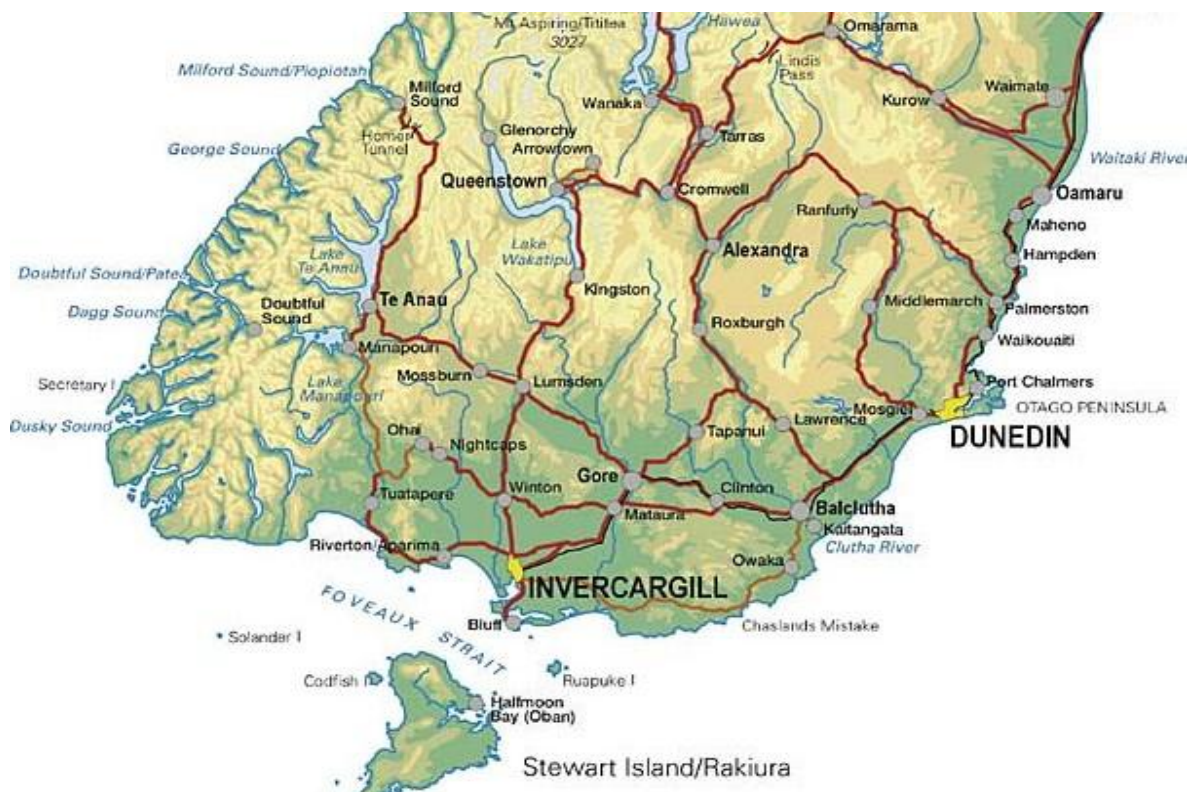
Date: _____

What is a Primary Health Organisation.....

Primary Health Organisations (PHO) are funded by Te Whatu (TWO) to support the provision of primary health care services through general practices and to ensure and assist Primary Health Providers to meet the needs of their enrolled populations. They will provide at least a minimum set of essential population-based and personal first-line services.

WellSouth is the local Primary Health Organisation (PHO) for Otago and Southland. We are responsible for the delivery of primary health care and supporting general practice teams in Otago and Southland to provide the best health and wellbeing for the Southern community.

WellSouth is the largest geographic region of any PHO in NZ supporting 79 practices in the area South of the Waitaki River. Throughout the Southern Region we have over 300,000 enrolled patients, Practice Nurses, Nurse Practitioners, and General Practitioners. Our population is ageing with 40% of our population living rurally outside Dunedin and Invercargill.



WellSouth offers clinical services to help General Practices provide better care for your patients. These services include; clinical pharmacists, counselling, dietitians, falls prevention, former refugee nurses and navigators, and long-term condition nurses. We also do the following:

- Organise primary health care services in Otago and Southland.
- Support primary health care providers in the south
- Reduce health disparity, promote equity and improve access to health care.
- Ensure quick and easy access to primary health care.
- Maintain and improve the wellness of all people in Otago and Southland.
- Promote healthy lifestyles.
- Support access to screening and prevention services.
- Work with other health providers to improve integrated care.
- Measure and understand health data, so we can make better funding decisions.

Your WellSouth Team

Primary care Relationship Manager	Practicenetwork@wellsouth.org.nz	
Long Term Conditions Nurses	<p>Central: Rachel Hall Rachel.hall@wellsouth.org.nz</p> <p>Dunedin Marrylynn (Maz) Donaldson Marryllyn.donaldson@wellsouth.org.nz Dave Cox dave.cox@wellsouth.org.nz</p> <p>Invercargill Monica Cooney monica.cooney@wellsouth.org.nz</p>	Toitū Takita – change to Long-Term Conditions Support/Toitū Takata and Focused Care/Hāpai Atu Diabetes Gout Chronic respiratory disease CVRA
Clinical Pharmacist	pharmacists@wellsouth.org.nz	https://wellsouth.nz/your-health/clinical-service/clinical-pharmacists
Community Dietician	dietitians@wellsouth.org.nz	https://wellsouth.nz/your-health/clinical-service/primary-care-dietitians
Former Refugee Support Nurse	jennifer.lowrey@wellsouth.org.nz pip.mclean@wellsouth.org.nz	https://wellsouth.nz/your-health/clinical-service/former-refugee-support
Fall and Fractures	Refer via ERMS fallsandfractureprevention@wellsouth.org.nz	https://wellsouth.nz/provider-access/ws-clinical-services/falls-and-fracture-prevention-service
Nurse Educator	Andie.lowry@wellsouth.org.nz Louise.mcintosh@wellsouth.org.nz NurseEducator@wellsouth.org.nz	
Nursing Director	Kate.Norris@wellsouth.org.nz	

Long Term Conditions Team

The team consist of Nurses, Pharmacists, Dietitians, Physiotherapists and Occupational Therapist. The Long-Term Condition Nurse can provide advice and support to the team. The Pharmacists provide all support related to medications and the Dieticians see patients on a 1:1 basis and all facilitate healthy eating groups. The Physiotherapists and Occupational Therapist are members of the Falls and Fracture Prevention Team.

Long-Term Conditions Support/Toitu Takata

Long-Term Conditions/Toitū Takata is a WellSouth programme designed to enhance care for patients with long-term conditions. Toitū Takata means "the sustainability of the person". It promotes improved self-management for patients with long-term conditions who may have complex physical, psychological, and social needs. It involves an initial assessment and creating a plan individualised to each patient's needs, then reviewing the progress on that plan at the end of the year.

WellSouth have introduced a Focused Care/Hāpai Atu process for patients who are usually well managed but have an acute exacerbation or an acute episode of another health problem. Hāpai Atu means "to provide support and care".

Check out our resource on the HealthPathways page for more guidance.

<https://southern.communityhealthpathways.org/585326.htm>

As a nurse involved in delivering this programme you will work with the client towards improved self-management however, they see fit, providing the baseline requirements of that programme level are met. Care Planning is recommended to be documented in Health One to make it visible to other health professionals, providers and organisations involved in the patient care.

Advanced Care Plan

ACP is a process of discussion & shared planning for future health care and end of life care. It involves an individual, whanau & health care professionals. An advanced care plan gives people the opportunity to develop and express their preferences for future care.

We recommend you complete the modules on Advanced Care Plan online training,

<https://acp.elearning.ac.nz/login/index.php>

<https://www.healthlearn.ac.nz/course/view.php?id=182>

WellSouth Shared Care Plan Co-Ordinator – Michelle Anderson and Helen Sawyer

michelle.anderson@wellsouth.org.nz

helen.sawyer@wellsouth.org.nz

WellSouth Programmes

Refer through ERMS

How to refer to ERMS can be found by enter ERMS into the search at

<http://southern.healthpathways.org.nz>

[Take Control of your Diabetes-](#) is for every patient with diabetes. It is a short and informative, locally-run programme developed by our long-term conditions team – which includes nurses, dietitians and pharmacists, to support people and their whānau to understand and manage their condition more confidently. There is no cost to attend the sessions, and clients will receive a resource pack at the end of the course to reinforce what they have learned, while meeting with others who are on a similar journey in their own area.

[Walking Away](#) – is for any patient with pre-diabetes. It helps them to find out more about their risk of developing Type 2 diabetes and will give them the information to make small changes to reduce the risk. Consider referring at initial diagnosis.

[Falls and Fracture Liaison Team](#) – the falls team accept referrals from multiple sources to support individuals at risk of falling through home-based strength and balance programmes (for those who qualify) as well as information about community-based classes, aiming to improve stability and reduce falls.

The Fracture Liaison Service (FLS) is a support service available to the General Practice Team for patients who have sustained fragility fracture, to minimise the risk of subsequent fractures due to osteoporosis or low bone density.

[School Based HPV Immunisation Programme](#) - All Year 8 students are offered the vaccine at school. In Otago, Public Health Nurses from Southern DHB vaccinate the students. In Southland, Nurses from WellSouth vaccinate the students.

The WellSouth Immunisation Team based in the Invercargill office are also able to administer the funded vaccine to all eligible ages.

[Brief Intervention Services](#) - WellSouth Brief Intervention Primary Mental Health Service provides support and assistance to people experiencing concerns related to their mental well-being.

This can include people experiencing

- stress,
- depression,
- anxiety or
- concerns about their alcohol and drug use.

This service is available to those people eligible for NZ healthcare and 20 years of age and over.

Refer via WellSouth portal.

Funded Programmes Summary

WellSouth has a number of funded programmes for specific conditions and patient groups.

Click on any of the links below to see the programme in detail

ACC GP Referred MRI	Diabetes Medication Transition	Long Acting Reversible Contraception (LARC)
Advance Care Plan	Extended Primary Care	Long Term Conditions Support - Toitū Takata
After Hours Under 14	Focused Care - Hāpai Atu	Palliative Care
Bowel Screening	Former Refugee Subsidy	Pipelle Biopsy
COPD Hospital Discharge	Hardship Funding	Rheumatic Fever
CVD Management	Hepatitis C Treatment - Maviret	Sexual Health
CVD Risk Assessment	HPV Primary Screening	Skin Lesion
Diabetes Annual Review	Influenza Vaccine 55-64 years (Māori & Pasifika)	Special Ukraine Policy Visa Holder
Diabetes Insulin Initiation	IV Iron Infusion	Voucher Programme
		Zoledronic Acid Infusion

Current August 2025

Practice Nurse Competencies

Telephone communication	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Be aware of practice procedures regarding urgent calls				
Discuss importance of clear and accurate documentation of calls				
Review practice protocols re telephone advice				
Discuss use of phone and SMS in relation to recalls/results				
Outline best practice for sharing patient information by telephone				
Ensure patient confidentiality when taking phone calls				
Resources				
<p><i>Medico-legal aspects of nursing documentation – www..nzno.org.nz – search ‘documentation’</i></p> <p><i>Online Resource for information about telephone triage: http://www.nursingceu.com/courses/290/index_nceu.html</i></p>				

Emergency/urgent care	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Establish currency of CPR certification and level achieved.				
Locate and familiarise self with emergency equipment and checking system				
Able to use ECG machine and have basic understanding of abnormal results				
Extended Primary care programme				
Be aware of own limitations; scope of practice and when/how to refer				
Resources				
<p>Emergency Services: Dial 111</p> <p>Poisons Centre: 0800 POISON (0800 764 766) 24 hours a day, 7 days a week</p> <p>Anaphylaxis info: Via Health pathways or Immunisation Handbook</p> <p>Accident Compensation Corporation (ACC): www.acc.co.nz</p>				

Ear assessment and visual acuity	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Demonstrates competency using Auroscope for adults and children				
Able to identify normal TM and ear canal				
Discuss practice policy for ear irrigation/suction, including contraindications and informed consent				
Able to perform audiometry test if applicable				
Demonstrate visual acuity testing using the 6m chart				
Understands use of pinhole device				
Able to test colour vision				
Able to test near vision				

Ear Nurse Specialists – Info for assessment and training www.ensg.co.nz

New Zealand Audiological Society <http://www.audiology.org.nz>

Ear Care Course <https://www.earsmadeeasy.com/>

Contraception and sexual health	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Awareness of the different contraceptive choices and Sexual Health Screening.				
Knowledge of LARC – Jadelle insertion				
Able to teach a ‘pill start’				
Able to use pregnancy kits in the practice				
Knowledge of process for repeat depo provera/standing order				
Awareness of process for unwanted pregnancy and support services				
Awareness of HPV/cervical screening guidelines including screening entry in PMS and recall processes				
Awareness of mammogram guidelines including screening entry in PMS and recall processes				
Resources				
<p>Family Planning - https://sexualwellbeing.org.nz/</p> <p>Well Women and Family Trust - http://www.wons.org.nz/</p> <p>National Cervical Screening Unit - National Cervical Screening Programme and HPV Primary Screening – Health New Zealand Te Whatu Ora</p>				

Mental Health	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Recognise signs and symptoms of depression and anxiety				
Able to identify those 'at risk'				
Understanding of screening tools – PHQ9				
Awareness of support HC/HIP can offer				
Able to access and use a post natal depression screening form				
Awareness of support services specific to post natal depression				
Knowledge of support organisations and referral processes				
Resources				
Community Alcohol and Drug Service - www.cads.org.nz Referral process and contacts for Mental Health Support - Details via Health pathways Brief Interventions Services WellSouth Portal Emergency Psychiatric Services 0800 46 78 46 Support Services and Helplines PADA – www.pada.nz Grief and Loss – www.griefcentre.org.nz Mental Health Foundation www.mentalhealth.org.nz Youthline – www.youthline.co.nz				

Asthma and COPD management	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Discuss emergency situations and management according to local/practice guidelines				
Explain inhaler technique and devices used in your practice				
Knowledge of the use of spacer device and able to teach technique to patient				
Demonstrate the use of Peak Flow monitor and O2 saturation device and Nebuliser				
Refer to current resources available in practice and necessary online tools including current asthma and COPD management guidelines and self management plans				
Be able to assess, treat and educate patients with Asthma and COPD within your scope of practice				
Resources				
Asthma and Respiratory Foundation - http://asthmafoundation.org.nz/ Asthma New Zealand - www.asthma.org.nz Asthma & COPD Fundamentals Course Asthma Foundation NZ Asthma for child and youth health healthlearn course RGCH230 Health Navigator – www.healthnavigator.org.nz for self management plans <i>WellSouth Long Term Conditions Nurse</i>				

Diabetes management	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Demonstrate knowledge of monitoring glycaemic control and use of devices				
Understand the management of type 1 Pre Diabetes and type 2 Diabetes				
Ability to complete diabetic assessment and annual review form				
Able to perform foot check and demonstrate knowledge of foot care				
Knowledge of the following complications, preventions strategies and referral processes for: <ul style="list-style-type: none"> • hypertension • cardiovascular disease • peripheral vascular disease • retinopathy • neuropathy nephropathy				
Knowledge of the influence of diet and exercise on glycaemic control				
Discuss nursing management of hypoglycaemia and complications				
Resources				
Diabetes Society – www.diabetes.org.nz NZ Society for the Study of Diabetes https://learning.nzssd.org.nz/Course-1-National-Diabetes-Knowledge-Programme WellSouth's Walking Away Programmes – refer via ERMS for patients with TYPE 2 Diabetes or Pre Diabetes WellSouth Long Term Conditions Nurse				

Cardiovascular disease	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Be familiar with using the cardiovascular risk assessment tool				
Demonstrate an understanding of interventions to reduce or manage risk factors				
Knowledge of the following for a patient experiencing a myocardial infarction/ACS: <ul style="list-style-type: none"> • Signs and symptoms • Nursing interventions 				
Knowledge of the following for a patient experiencing a stroke <ul style="list-style-type: none"> • Signs and symptoms (including FAST criteria) • Nursing interventions 				
Knowledge of a patient living with Heart failure				
Resources				
Heart Foundation - https://www.heartfoundation.org.nz/professionals/health-professionals (Has courses on CVD Risk Assessment, heart failure, rheumatic fever, heart rhythm problems) The Stroke Foundation - http://www.stroke.org.nz				

Lifestyle interventions to improve health: smoking, hypertension, obesity, lipids, exercise	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Determine and document smoking status of patients				
Knowledge of brief intervention, documentation and cessation support referral options				
Identify interventions to reduce blood pressure				
Identify the threshold levels for cholesterol readings according to NZ guidelines				
Knowledge of recommended lifestyle advice to lower cholesterol levels				
Demonstrate an understanding of the impact of obesity on health; knowledge of BMI and recommended targets				
Identify current NZ recommendations of levels of physical activity				
Knowledge of referral options and processes for physical activity/ Green Prescriptions				
Resources:				
Quit Group - http://www.quit.org.nz Southern Stop Smoking Services https://www.southernhealth.nz/getting-help-you-need/becoming-smokefree/help-to-stop-smoking Moh- 'Better Help For Smokers To Quit E-Learning' https://nts.org.nz/abc-e-learning Green Prescription – https://www.activesouthland.co.nz/what-we-do-1/green-prescription-active-families-toku-orang/Green-Prescription-2 and Sport Otago https://www.sportotago.co.nz/health/green-prescription-1 Heart Foundation - Welcome to the New Zealand Heart Foundation - Heart Foundation NZ WellSouth Dieticians				

Medication management	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Be aware of best practice regarding safe storage of medicines				
Locate stock of emergency and non-emergency drugs				
Know how to order PSO items and other stock drugs				
Discuss practice policy for repeat prescriptions				
Be familiar with the practice's standing order policy				
Describe practice policy for checking medicines, including CDs; stock rotation and disposal of unwanted or expired items				
Awareness of RN prescribers scope/med list				
Awareness of med guidelines for student Nurses				
Resources				
Guidelines for Nurses on the Administration of Medicines - https://www.nzno.org.nz/resources/medicines - guidelines and information Healthlearn-Medication and Fluid Foundation 1-3 Centre for Adverse Reactions Monitoring – http://carm.otago.ac.nz				

IV therapy, injections and venepuncture	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Establish prior experience of IV cannulation experience or attend training				
Knowledge of different injection techniques and administration				
Establish currency of phlebotomy experience or attend phlebotomy training if phlebotomy is required by practice				
Cryotherapy				
Demonstrate procedure for treatment of warts, verrucae and other benign lesions with liquid nitrogen				
Knowledge of salicylic acid treatment				
Resources				
<p>Liquid nitrogen/cryotherapy guidelines – https://www.dermnetnz.org/topics/liquid-nitrogencryotherapy-guidelines/</p> <p>Cryotherapy Webinar- www.nurse.elearn.wellsouth.org.nz IV cannulation theory course www.nurse.elearn.wellsouth.org.nz</p> <p>IV cannulation theory course www.nurse.elearn.wellsouth.org.nz</p>				

Wound Care and Minor Surgery	New Staff member	Preceptor	Date	Ccomments
Knowledge of the following: <ul style="list-style-type: none"> • Cleansing of wounds • Packing of wounds • Different methods of debridement • Wound closure • Removal of sutures 				
Awareness of dressing products used within the practice, prices and how to order				
Demonstrates appropriate use of aseptic technique and reduces risk of cross infection				
Be familiar with setting up and assisting with minor surgery of various kinds.				
Demonstrates clear and accurate documentation of wound care plan				
Discuss referral process for on-going wound care				
Resources				
The New Zealand Wound Care Society - http://www.nzwcs.org.nz/				

Maternity Care	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Competent carrying out pregnancy tests correctly				
Practice Procedure on positive pregnancy tests				
Identifies First visit Ante-natal bloods <ul style="list-style-type: none"> Including HIV- gain consent 				
Issue of Bounty Pack and information on how to find a midwife				
Awareness of Termination of Pregnancy (TOP) consult and referrals				
Funding of GP/NP consults for Maternity visits				
Resources				
Finding a Midwife in your area - https://findyourmidwife.co.nz/ Health Pathways - Antenatal -First consult https://southern.communityhealthpathways.org/ “Newborn metabolic Screening Programme” https://www.healthlearn.ac.nz/course/view.php?id=3930 NSU Antenatal Screening https://www.nsu.govt.nz/pregnancy-newborn-screening/antenatal-screening-down-syndrome-and-other-conditions				

Child health/ Tamariki Ora	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Discuss common childhood illnesses, signs and symptoms				
Able to carry out assessment of child's state of health				
Able to recognise the 'sick child' and know who to refer to				
Discuss your responsibility regarding suspected child abuse				
Demonstrate accurate measurement of height and weight of a child and document on growth chart.				
Support family/whānau in making healthy food choices				
Resources				
Child, Youth & Family www.cyf.govt.nz 0508 FAMILY (0508 326 459) Weight management - search health pathways Well child/Tamariki Ora information and resources 0800 611 116 Healthline Nursing assessments for paediatrics https://www.rch.org.au/rchcpg/hospital_clinical_guideline_index/nursing_assessment/ Atopic dermatitis in kids Home TrainingHP Fevers in kids https://www.medscape.co.uk/viewarticle/key-learning-points-nice-fever-under-5s-2022a1000zpv General assessment of sick child https://spottingthesickchild.com/				

Immunisation	New staff member signature	Preceptor or Nurse Team Leader	Date	Comments
Completed Vaccinator training course or update within last 2 years				
Completed authorisation process through Public Health Service TWO				
Knowledge of PMS immunisation entry, including catch up immunisations				
Demonstrate knowledge of the Cold Chain process – see appendix				
Know how to access advice and support from immunisation Advisors				
Discuss AIR and know how to complete a Status Query				
Aware of how to order stock				
Discuss importance of recall and follow up				
Demonstrate knowledge of ‘off-schedule’ vaccinations i.e. travel vaccine costs and timeframes				
Aware of practice standing orders				
Resources				
Public Health South (Immunisation Coordinators, AIR, Outreach Nurses) IMAC (Immunisation Advisory Centre) - http://www.immune.org.nz Travel immunisations - http://www.nztravelmedicine.co.nz/ and http://www.immune.org.nz NZ Society of Travel Medicine (NZSTM) -annual travel conference every November				

EXAMPLE OF A STAFF COLD CHAIN ORIENTATION GUIDE/CHECKLIST FOR NEW STAFF

All clinical staff who offer immunisation services at [name of practice](#) are required to demonstrate an understanding of cold chain management and complete this orientation process.

All immunisation staff must:

Read and be able to describe where to locate:

- ☐ The *National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017 (2nd Edition)*
- ☐ *Section 2.1.1 Cold chain management* in the current *Immunisation Handbook*
- ☐ The [name of practice](#) *Cold Chain Management Policy*
- ☐ The provider's cold chain resource folder ([if available](#))
- ☐ Who to seek further cold chain advice from

Be able to describe and demonstrate to their practice peer:

Vaccine ordering, receipt and storage

- ☐ Demonstrate the ability to calculate the number of vaccines required for each ordering period according to the practice population needs.
- ☐ Demonstrate the ability to accurately complete the vaccine order form/s (either on line or manually depending on the provider's process) and describe where and when to send it.
- ☐ Demonstrate the process for receiving vaccines.
- ☐ Describe the action required when a logger/temperature monitoring device arrives with a vaccine order.
- ☐ Demonstrate effective vaccine stock rotation and storage principles.

Temperature monitoring

- ☐ Describe importance of daily minimum/maximum refrigerator temperature monitoring.
- ☐ Demonstrate accurate reading and recording of daily minimum/maximum refrigerator temperatures.
- ☐ Demonstrate how to reset the digital refrigerator display/monitoring device.
- ☐ Describe the importance of weekly data logger downloading and review of recorded temperatures.
- ☐ Demonstrate correct and effective use of temperature logging hardware and software.
- ☐ Describe how to identify a cold chain breach and the action required when the temperature recordings of the refrigerator are outside the +2°C to +8°C range and/or during a cold chain equipment failure.

Operation of cold chain equipment

- ☐ Describe where to seek additional instructions and advice regarding cold chain equipment.
- ☐ Describe circumstances where alternative cold chain storage equipment may be required, i.e. a chilly bin.
- ☐ Demonstrate correct packing of a chilly bin and monitoring of vaccines when vaccines are required to be stored outside of the provider's refrigerator, e.g. in the case of cold chain equipment failure and/or power outage, or vaccinating at off-site clinics.

Initial cold chain orientation

Cold chain lead:	_____	Date:	_____
Staff member:	_____	Date:	_____
Refresher date:	_____	Signatures:	_____
Refresher date:	_____	Signatures:	_____
Refresher date:	_____	Signatures:	_____

<i>Acronym</i>	<i>Description</i>
ACC	Accident Compensation Corporation
AIR	Aotearoa Immunisation Register (formally NIR)
ASR	Age Sex Register
BPAC	Best Practice Advocacy Centre
CCA	Cold Chain Accreditation
CCC	Care Coordination centre
CCM	Chronic care management
CCO	Continuous care online
CDHB	Canterbury District Health Board
CHC	Community Health Coordinator
CHF	Congestive heart failure
CME	Continuing medical education
CNE	Continuing nurse education
COPD	Chronic obstructive pulmonary disease
CVD	Cardiovascular disease
CVRA	Cardiovascular Risk Assessment
CSC	Community Services Card
DAR	Diabetes Annual Review
GMS	Government medical Services
HALycon	PHO Data tool
HFA	Health Funding Authority
HUHC	High User health Card
IMAC	Immunisation Advisory Committee
NES	National Enrolment Service
NGO	Non-Government Organisation
NHI	National Health Index
NIR	National Immunisation Register now AIR
NZMA	New Zealand Medical Association
OPD	Online Practice Database
PDRP	Professional Development Recognition Portfolios
Pharmac	Ministry of health drug buying agency
PHO	Primary Health Organisation
PIH	Partners in Health Questionnaire
PMAANZ	Practice Managers and Administrators Association New Zealand
PMS	Practice Management System
PN	Practice Nurse
POAC	Primary Options Acute Care
RNZCGP	Royal New Zealand College of General Practitioners
TWO	Te Whatu Ora Southern (formally SDHB)
SID	Sudden Infant Death
Thalamus	Wellsouth dashboard and reports for practices
VLCA	Very Low Cost Access