

APPLICATION FORM CONT.

RESOURCES	PRICE	QTY	TOTAL
Induction Booklet	\$.	-----	-----
Customer Service Booklet	\$.	-----	-----

EDUCATION LEVEL	PRICE	QTY	TOTAL
Bronze	\$.	-----	-----
Silver	\$.	-----	-----
Gold	\$.	-----	-----
TOTAL	\$.	-----	-----

PAYMENT

PMAANZ BANK DETAILS

DIRECT CREDIT/ONLINE BANKING

PMMANZ
Westpac Bank
03-1592-0636428-000
Ref: first/last name

Please post this application form at your earliest convenience to the address below.

Date paid: / /

BY CHEQUE:

Practice Managers and Administrators Association of NZ

Please include full name on reverse of cheque

Date paid: / /

DECLARATION

I declare that the information I have provided in this application forms reflects my current employment status.

Signed _____

FUTURE EDUCATION PLANS

- Liaise with PHOs to help establish a funding framework for the Knowledge and Skills Pathway
- Develop a Grandfathering process
- Develop education resources and contacts for use on the PMAANZ website
- Develop Webinar sessions
- Accredited Practice Manager
Thoughts are that this member:
 - Would have a post graduate qualification
 - 3 years current experience
 - 200 points (MOPs) over the past 3 years
 - Be a member of PMAANZ for at least 12 months
- Fellowship
Thoughts are that this member:
 - Would have a post graduate qualification
 - 3 years current experience
 - 300 points (MOPs) over the past 3 years
 - Be a member of PMAANZ for at least 12 months

This process will be for Managers that want to continue on from the Diploma (or perhaps are working in a CEO role).

PRIVACY DISCLOSURE STATEMENT

PMAANZ undertakes not to give members' details to any other organisation except bona-fide direct mail businesses for the purposes of PMAANZ itself communicating with its members.

This might include PMAANZ sending offers from or on behalf of businesses targeting our members. Members' information will not be provided to people or organisations that are not members or who do not have an agreement with PMAANZ National Executive.

pmaanz

KNOWLEDGE AND SKILLS FRAMEWORK

*PMAANZ working to educate
and inform Practice Managers
and Administrators.*

pmaanz
Practice Managers & Administrators
Association of New Zealand



KNOWLEDGE AND SKILLS FRAMEWORK

INDUCTION BOOKLET

The Induction booklet should be given to your staff member on day one of their employment.

It provides an overview of Primary Health Care in New Zealand. It contains information on the Ministry of Health, DHBs, PHOs, funding, health promotion etc.

This is a good first introduction to many of the tools of trade e.g. enrolments, subsidies, compliance, contracts, a list of common acronyms used, a list of helpful websites and an introduction to professional development.

IMPROVING CUSTOMER SERVICE BOOKLET

The Customer Service booklet should be given to your staff member on day one of their employment.

This book includes the following topics:

- Telephone manner
- Active listening
- Interpreting body language
- Meeting needs
- Saying the right things at the right time
- Helpful tips
- There is also a section on raising immunisation rates

This is a valuable HR tool for use in your practice.

New staff members will know exactly what is expected of them. Existing staff members can use it as a refresher or perhaps as a performance measurement tool.

EDUCATION LEVELS

BRONZE

The candidate will have a basic understanding and engagement with Practice Management and Administration and to have worked in a General Practice environment for a minimum of 2,000 hours.

SILVER

The candidate will have a comprehensive engagement with Practice Management and Administration.

GOLD

The candidate will have an in-depth knowledge and understanding of all the complexities of Practice Management.

NZIM CERTIFICATE IN PRACTICE MANAGEMENT (HEALTH)

This certificate has been designed specifically for managers currently working in medical or health practices. It is expected that all participants will have ready access to health practices or other suitable environments as a condition of their enrolment.

NZIM DIPLOMA IN PRACTICE MANAGEMENT (HEALTH)

It is expected that all participants will be managing or administering health and medical practices, and have ready access to the health practice or other suitable environment as a condition of their enrolment.

It is expected that graduates from this programme will be able to take responsibility for the management and administration of a health practice, including the recruitment, supervision and training of staff, accounting and system administration, compliance and reporting functions and internal and external communications.

They will have a sound understanding of health policy and legislative requirements and they will be able to manage and respond to patient and customer relationships with sensitivity and respect.

APPLICATION FORM

PERSONAL DETAILS

Mr / Mrs / Ms / Miss / Dr. Surname: _____

First name(s): _____

Home address: _____

Suburb: _____

City: _____ Postcode: _____

Phone/Mobile: _____ Fax: _____

Email: _____

DOB: _____ Male Female

EMPLOYMENT DETAILS

Employer or contracted to: _____

Employer name: _____

Employer address: _____

Suburb: _____

City: _____ Postcode: _____

Phone/Mobile: _____ Fax: _____

Email: _____

Position held: _____ Duration: _____

Hours worked per week:

PREFERRED MAILING ADDRESS

Home Work