

Thank you for requesting locum coverage through the Winnipeg Regional Health Authority. This set of guidelines serves as a basic agreement for the services being provided and may be changed from time to time as this service grows and evolves. In this document the “*Locum Physician*” refers to the physician who is providing services and the “*Attending Physician*” refers to the participating physician who has made the request for locum coverage. For additional information, refer to *Primary Care Operating Guideline #39 Locum Services*.

During the provision of locum services by the Locum Physician for the Attending Physician, it is understood by both parties that:

GENERAL

- The WRHA will coordinate and schedule all requests for locum coverage.
- The Locum Physician has completed the credentialing process through Primary Care and the Winnipeg Regional Health Authority and has active CMPA coverage.
- The Locum Service will be scheduled and will be billed so that the service is as cost neutral as possible to WRHA.

PROCESS

- Locum Physician will contact Attending Physician at least 2 business days prior to locum.
- The Attending Physician will identify to the WRHA the designate who is responsible for assisting the Locum Physician while they are in the clinic.
- The Attending Physician (or designate) will provide a brief orientation to Locum Physician prior to coverage taking place:
 - Office policies and procedures
 - Potential patient concerns
 - Clinic expectations
 - Introductions to clinic staff
 - Orientation to the clinic
 - Any fee for service opportunities (e.g., call group, hospital, PCH) outside of basic locum coverage.
- Provide the Locum Physician access to patient charts for information relevant to any medical legal or quality assurance requirements.
- Scheduling guidelines:
 - Routine office or virtual visits –15 minutes
 - Complete physicals – 30 minutes (no more than 4 complete physicals per day unless there is space in the schedule due to lack of office visits.)
 - Same-day appointments – 10 minutes. Clinics are expected to **reserve ONE HOUR each day for same-day appointments** that are semi-urgent in nature. During this hour, the appointments will be scheduled in 10-minute increments (as opposed to the usual 15 minutes for routine visits). At the time of booking, patients should understand that this is a short appointment to deal with their semi-urgent issue.
 - A lunch break should be scheduled for one hour, from 12pm-1pm.
 - “Squeezing in” extra patients should be done *only* in consultation with the Locum Physician.
 - The Attending Physician should try to ensure that there are no learners in the office during the locum period. If a student (Medical or other) is working with the Locum, then the schedule should be reduced by 25% to allow for teaching. Routine appointments should be 20 minutes in duration (instead of 15 minutes), physicals should be 40 minutes in duration (instead of 30), and a maximum of 2 physicals per day.

- The Locum Physician will be using a fee-for-service model to cost recover the fees paid by the WHRA to the locum and provide overhead payment to the clinic. Scheduling of the Locum Physician should be maximized according to the guidelines, so that Locum Services can be as close to cost neutral as possible to the WRHA and provide coverage for the Attending Physician's overhead.
- It is encouraged that both the Attending and Locum Physician participate in the evaluation process of this service at the completion of the locum coverage.

BILLING

- The Attending Physician's clinic will be responsible for submitting all billing data related to services under the Locum Physician's FFS billing number.
- The clinic will fill out what they can on the Manitoba Health Letter of Agreement and the Electronic Funds Transfer form, including their banking information. Once completed, these can be sent to the Locum Physician to complete and sign. These two forms and a void clinic cheque should be faxed to:
 - Manitoba Health (They will register the locum under the electronic user number of the clinic and billings will be made under the locum's billing number. Clinics not familiar with this process can contact Practitioner Registry at Manitoba Health at 204-788-2567.)
 - WRHA Administrative Assistant
- The Locum Physicians will use their own billing number and bill under the clinic using its specific electronic user number.
- *All* revenue from provincially insured services that are performed during office hours will be split 70/30 with the WRHA (30% overhead to clinic, 70% to WRHA). After billing payment is received, the clinic will submit 70% of billing revenue via a cheque payable to the *Winnipeg Regional Health Authority*, along with a remittance invoice.

Third-party Billings:

- Fees collected for services provided by the Locum Physician during office hours (private pay) should also be split 70/30 between the WRHA and the Clinic (30% clinic overhead, 70% to the WRHA.)
- If a third-party cheque comes to the clinic in the Locum Physician's name, have the Locum Physician *endorse the cheque* and process payment as previously stated. If this is not possible, send the cheque to the WRHA and we will have the physician endorse the cheque and mail it back to you to complete the payment.
- The clinic is responsible for remittance of **all** supporting documentation, this includes:
 - Copies of the remittance report from Manitoba Health
 - Third-party receipts including WCB and private pay
- The Locum Physician will track all diagnostic requisitions and third-party billings on Day Sheets.

LOCUM RESPONSIBILITIES

- The Locum Physician will *not* be responsible for performing short-list labs, phlebotomy, or equipment cleaning.
- The Locum Physician will review any prescriptions that arrive by fax or phone request; however, an appropriate amount of time must be booked in the schedule in order for the Locum to have time to complete these. The physician will determine whether the patients must be seen for a prescription to be renewed or not. The reserved block of same-day appointments may be used to see patients who need their refills urgently. The Attending Physician's clinic will be responsible for billing 78000 for all prescriptions resubmitted by phone or fax, once approved by the Locum Physician.
- Triplicate prescriptions will be ordered by the Locum Physician, *only* for the duration of the Attending Physician's absence and *only* for existing patients, who have already been prescribed these by the Attending Physician.
- All patients that are scheduled to see the Locum Physician must be informed of such beforehand.
- **The Locum Physician will order labs using the Attending Physicians information and/or forms. This is to ensure results are returned to the clinic without delay for most appropriate follow-up. All lab requisition activity related to Locum Services will appear under the Attending Physician's profile.**

- All returned results must be signed off by the Attending Physician prior to filing in the patient chart. The Locum Physician will follow clinic policy regarding follow-up of investigative results (lab, imaging, and consultative reports). If there are a significant number of results the Attending Physician would like the Locum Physician to review and follow-up on in their absence, an appropriate amount of time must be reserved in the Locum Physician's schedule to allow time for this to happen. The Attending Physicians will maintain responsibility of proper follow-up for diagnostic tests after the locum coverage is completed.
- The Locum Physician will use prescription pads of the Attending Physician and counter stamp with his/her own name and college registration number.
- Support staff must be provided at all times while the Locum Physician is on site.
- If the Attending Physician is mentoring a student at the time of the locum, the Attending needs to make alternate arrangements with the University to accommodate the student during the locum period. Some locum physicians may be willing to mentor the students, however these arrangements need to be discussed directly between the Locum and the Attending prior to the approval of the locum request. If students are accommodated, clinics must adhere to the scheduling guidelines listed in the **PROCESS** section above. All funds related to mentoring the student during the period of the locum shall be payable to the WRHA, who will pay the Locum in full.
- The Attending and Locum Physicians must mutually agree to any special requests and inform the Primary Care Regional Medical Director Specialty Lead ahead of time.

Locum Physician will NOT:

- Provide house call coverage
- Provide doctor of the day coverage for hospital inpatients
- Cover residual patients from Attending Physician's doctor of the day responsibilities (in-hospital patients).
- Provide walk-in services to patients who are not registered under the Attending Physician.

SCHEDULING OF REQUESTS FOR LOCUM COVERAGE

If several requests are received for the same time period, requests will be granted as follows:

- The WRHA Administrative Assistant will confirm Locum Services based on first come first served basis and *only* upon receipt of this document signed.
- Locum requests may be limited (maximum of 2 weeks at a time unless surplus availability exists) to ensure equal access to Locum Services.
- Group practices should attempt to coordinate their locum requests to improve efficiency of locum utilization.
- The WRHA Administrative Assistant will confirm receipt of all Locum Service requests and provide a decision (approve or decline based on available Locum resources) with as much advance notice prior to the requested start date as possible.
- *Availability of Locum Physicians may change without notice.* The WRHA is *not* responsible for providing Locum Services and does *not* guarantee services if Locum Physician resources are unavailable. The WRHA will not be held accountable if for any reason Locum Services are cancelled or need to be changed without advance notice.
- The WRHA maintains the right to withdraw Locum Services from physician's offices if there are concerns regarding safety and quality of service in the clinic.

By signing, the Physician's acknowledge they have read, understand, and agree with the content within this contract.

I _____ agree to comply with all guidelines outlined in this document.
Attending Physician (Print)

Signature

Date

I _____ agree to comply with all guidelines outlined in this document.
Locum Physician (Print)

Signature

Date

Attending Physician Initials: _____

Services Insured by Manitoba Health:

1. Locum Physician completes FFS billing requirements and submits electronically through existing clinic billing service.
2. Locum Physician records specific activity information on the Day Sheet provided by the clinic.
3. The Attending Physician's clinic submits the billing information to Manitoba Health using Locum Physician's fee-for-service billing number (Letter of Agreement and Electronic Funds Transfer must be signed and faxed to Manitoba Health beforehand).
4. Upon reconciliation a cheque for 70% of revenues will be mailed to the WRHA by the Attending Physician's clinic. Supporting documentation **must** be included (copy of detailed remittance reports). The Attending Physician's clinic will keep 30% of revenue as overhead.

Uninsured Services - Paid for by Patient or Third-Party:

1. Locum Physician records all instances of uninsured services for which the patient or a third-party is charged on the Day Sheet.
2. If the Attending Physician's Clinic receives payment for the services provided, the clinic should provide the WRHA with **all** related revenue and paperwork. Copies of paperwork may be kept for clinic records.
3. The clinic keeps 30% of all third-party revenues. Cheques for 70% of third-party revenue, plus copies of documentation are forwarded to the WRHA.

SUPPORTING DOCUMENTATION REQUIRED TO WRHA:

- **Detailed Remittance Report - including summary page.** (Submission report and/or reconciliation report is NOT adequate).
- **Cheques and Receipts** for all payments received for uninsured services provided by Locum Physician.

FORWARD ALL PAYMENTS & SUPPORTING DOCUMENTATION TO:

*Brooklyn Roberge
WRHA Primary Care Program
496 Hargrave Ave – 5th Floor R3A 0X7
Phone: 204-940-8734 Fax: 204-940-8575
Email: broberge@wrha.mb.ca*

Cheques Payable to Winnipeg Regional Health Authority (WRHA)