 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>PRIMARY HEALTH CARE OPERATIONAL GUIDELINES</p>	<p>Operational Guideline: Locum Services</p>	<p>Guideline Number: PCOG#39</p>
	<p>Approved By: Primary Health Care Leadership</p>	<p>Pages: 1 of 5</p>
	<p>Approval Date: May 25, 2021</p>	<p>Supercedes: N/A - Original Version</p>

1. INTENT:

- To ensure documented direction is in place that outlines the procedural and administrative processes necessary to ensure high quality and financially accountable Primary Care Physician Locum Services are being delivered responsive to the needs of the community.
- Each Locum Tenens position for the WRHA Primary Care Program involves the provision of Primary Care Physician Locum Services to participating Fee-For-Service (FFS) Clinics and/or the Winnipeg Regional Health Authority (WRHA) Primary Care Direct Operation Clinics. The Locum Physician will attend the participating clinic with the goal of improving access while providing comprehensive primary care services to patients of that clinic during times when an Attending Physician may be absent.


2. DEFINITIONS:

- **FFS Clinic** – Private primary care clinic that Family Physicians work out of. These are the target locations that Locum Services are intended for.
- **My Health Teams (MyHT)** – A formal partnership between WRHA, FFS Practice(s) and other community organizations. In order to take advantage of the Locum Service through the WRHA Primary Care Program, the Attending Physician that the Locum Physician will be providing coverage for must have signed an agreement to be part of the MyHT.
- **Locum Physician** – A Physician who is contracted to perform work at FFS Clinics on behalf of the WRHA. On some occasions the Locum Physician may also work at a WRHA Primary Care Direct Operation Clinic depending on coverage needs. In these cases, the Locum is referred to and processed as a sessional Physician.
- **Attending Physician** – The Physician for which the Locum Physician is doing work and providing coverage for.
- **Locum Tenens** – A Locum Physician filling a position for a period of time or temporarily taking the place of another Physician.
- **Shadow Billing Number** – Required for all Physicians who are paid hourly sessional as an Alternate Funded Independent Contractor (i.e. all WRHA Primary Care Direct Operation Clinics). Billings are submitted to Manitoba Health using the shadow billing number, but no payment is received in return. The claims data submitted is used for information related to Physician Practice, is of value to Researchers and contributes to the generation of various Health Reports, System Analytics and Decision Support.
- **FFS Billing Number** – Required for all Physicians who are paid by Manitoba Health for the billings they submit (i.e. the FFS Clinics where the Locum Physician is providing service at). Billings are submitted to Manitoba Health under the FFS billing number and revenue is paid back to the appropriate clinic or Physician.

3. GUIDELINES:

WRHA Locum Services will be managed and administered centrally by the WRHA Primary Care Program Office (**PCPO**). The PCPO is comprised of the Regional Medical Director Specialty Lead with assistance and support provided by the designated Administrative Assistant for Locum Services. The Locum Tenens for the WRHA Primary Care Program report directly to the Regional Medical Director Specialty Lead.

3.1 Negotiate Locum Resources & Contract: The PCPO will be responsible for the following:

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- *Recruitment* - The Regional Medical Specialty Lead will be responsible for recruiting Locum Physician resources in collaboration with the Recruitment Department of the Medical Staff Office.
- *Credentialing* – Ensure that the Locum Physician has completed the credentialing process through the WRHA Primary Care Program and College of Physicians Surgeons of Manitoba (CPSM) and has active Canadian Medical Protective Association (CMPA) coverage before any placement is finalized.
- *Negotiate Service Commitment* – Confirm the dates, times and clinics where the Locum Physician will provide service.
- *Request Shadow Billing Number* (if necessary) - If a Locum Physician is working at a WRHA Primary Care Direct Operation Clinic and does not already have a shadow billing number, one will need to be requested on their behalf.
- *Orientation* – Ensure an orientation session with the Locum Physician is scheduled and coordinated before any placement begins. This is an opportunity to provide the Locum Physician with general information regarding their placement. In addition, the medical remuneration process (including applicable submission deadlines) should be reviewed along with discussing other employment detail, guidelines and/or expectations.
- *Finalize Contract and Hiring Paperwork* – Ensure the contract is finalized and signed off. Hiring paperwork includes:
 - *APPENDIX A – Ad Hoc Submission Form*
 - *APPENDIX B – Electronic Funds Transfer*
 - *APPENDIX C – Letter of Agreement*
 - *APPENDIX D - Locum Services-Guidelines and Expectations*

3.2 Notify Area Physicians of Locum Physician Availability:

- When necessary, PCPO Administrative Assistant will obtain a current Physician contact listing from MyHT Program Specialist broken down by community area. This listing will be used by the PCPO Administrative Assistant for the periodic promotion of Locum Services and what it entails.
- The PCPO Administrative Assistant will communicate with those Physicians from the contact listing that have expressed an interest in learning more about the availability of Locum Services and other specific details. Interested Physicians and/or Clinics will be instructed to complete *APPENDIX E - Request For Locum* and submit back to the PCPO for review, consideration and approval.
- Based on interest expressed and/or the number of requests for Locum Physicians received, this may serve as a trigger for the recruitment of additional Locum Physicians by the Regional Medical Specialty Lead in order to meet potential demand.

3.3 Confirm Locum Requests:

- PCPO Administrative Assistant will confirm Locum Services based on first come first served basis and only upon receipt of a signed *APPENDIX D - Locum Services-Guidelines and Expectations*. By signing this document, the Attending Physician acknowledges they have read and understand the content within the agreement and all expectations.

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- Locum requests may be limited (maximum of 2 weeks at a time unless surplus availability exists) to ensure equal access to Locum Services.
- PCPO will confirm receipt of all Locum Service requests and provide a decision (approve or decline based on available Locum Tenens resources) with as much advance notice as possible prior to the requested start date.
- Once a request for Locum Services has been approved and confirmed, it is the responsibility of the Clinic and Locum Physician to coordinate all scheduling details and specifics. In the event assistance is required or agreement can not be reached, the PCPO will assist and support as necessary.

3.4 Preparation for Locum Service:

- Refer to *APPENDIX D - Locum Services-Guidelines and Expectations* for specifics.
- Locum Physician must connect with Attending Physician two business days prior to commencement of services to make final arrangements.
- Attending Physician (or designate) is responsible for ensuring the necessary paperwork has been completed, processed and submitted to Manitoba Health; this includes:
 - *APPENDIX B – Electronic Funds Transfer*
 - *APPENDIX C – Letter of Agreement*
- A signed copy of these documents must also be submitted to the PCPO Administrative Assistant for placement within the respective Locum Physician file.
- Attending Physician (or designate) is responsible for providing a site specific orientation to the Locum Physician prior to starting their initial shift. Other topics for review and discussion may include (but not limited to) applicable employment detail, guidelines, processes, procedures and/or expectations.


3.5 Billing Submitted:

- Each respective clinic is responsible for **submitting all billings** related to activities performed by the Locum Physician during regular office hours, including prescription renewals. The Locum Physician's billing number (FFS or Shadow Billing) is to be used.
- User Number is specific to the clinic where the work is being performed.

3.6 Billing Revenue Received and Processed: The Locum Service is scheduled and billed so that the service is as cost neutral to the WRHA as possible. The FFS Clinic submits all billings (including Third Party and Uninsured Services) on behalf of the Locum Physician.

MB Health Insured Services

1. FFS Clinic receives revenue from Manitoba Health related to the Locum Service. If revenues are paid directly to the Locum Physician in error, the Locum Physician is responsible for remitting 100% of funds to the clinic or endorsing any cheques received in their name. A copy of the remittance report must be provided to the clinic.
2. Clinic reconciles the payments.

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3. Clinic submits 70% of Locum Manitoba Health revenue to the WRHA (keeps 30% for overhead.) Cheques should be payable to the Winnipeg Regional Health Authority and the memo should indicate the specific service dates included in the payment.
4. A remittance report **must** be included with the payment. If it is not, it should be provided upon request.

Third Party and Uninsured Services


1. All associated Third Party or Uninsured Services revenue related to the Locum's Services should be paid directly to the FFS Clinic. If any payments are received directly by the Locum Physician in error, the Locum Physician is responsible for remitting 100% of funds to the clinic or endorsing any cheques received in their name. A copy of the remittance report must be provided to the clinic.
2. Clinic reconciles the payments.
3. Clinic submits 70% of Locum Manitoba Health revenue to the WRHA (keeps 30% for overhead.) Cheques should be payable to the Winnipeg Regional Health Authority and the memo should indicate the specific service dates included in the payment.
4. The clinic is responsible for following up on all outstanding Third Party and Uninsured Service claims and submitting to the WRHA once received.

3.7 Medical Remuneration Process:

- If the Locum Physician is working at a **WRHA Primary Care Direct Operated Clinic**, any hours worked are processed by the clinic and charged to that clinic's Medical Remuneration cost centre.
 - Locum Physician is responsible for completing and submitting *APPENDIX A - Ad Hoc Submission Form* on a timely basis to the Community Area Director Administrative Assistant according to deadlines identified in the WRHA Medical Remuneration Schedule or at the completion of their placement.
 - The Community Area Director Administrative Assistant submits the form for processing and payment to the WRHA Medical Remuneration office.
- If the Locum Physician is working at a **FFS Clinic**, any hours worked are processed and paid out of the WRHA Primary Care Centralized Medical Leadership Medical Remuneration cost centre.
 - Locum Physician is responsible for completing and submitting *APPENDIX A - Ad Hoc Submission Form* on a timely basis to the PCPO Administrative Assistant according to deadlines identified in the WRHA Medical Remuneration Schedule or at the completion of their placement.
 - PCPO Administrative Assistant submits the form for processing and payment to the WRHA Medical Remuneration office.

3.8 Other:

- Information related to medical remuneration payments and billing receipts is entered on a Locum Services Tracking Sheet after Locum Services are complete. Any outstanding payments due to the WHRA are followed up by the PCPO Administrative Assistant with the applicable clinics.

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- Quarterly summaries of the Locum Services Tracking Sheet will be compiled by the PCPO Administrative Assistant and distributed to the Regional Medical Specialty Lead for review and awareness.

3.9 Follow Up Surveys:

- While optional, Locum Post-Service Evaluation Surveys should be conducted where possible. Surveys available include *APPENDIX F – Attending Physician Feedback Survey* and *APPENDIX G – Locum Physician Feedback Survey*. Feedback from both the Attending Physician and Locum Physician is welcome and encouraged and may be used to help identify potential quality improvement opportunities.

4. PRIMARY CONTACTS:

Brooklyn Roberge – Administrative Assistant, WRHA Primary Care & Locum Services
Kevin Mozdzen – Program Specialist, WRHA Primary Health Care

5. ALTERNATE CONTACT:

Dr. Shawn Thomas – Regional Medical Specialty Lead–WRHA Primary Care, Home Care and Community Integration

6. APPENDICES:

- APPENDIX A** – Ad Hoc Submission Form
- APPENDIX B** – Electronic Funds Transfer
- APPENDIX C** – Letter of Agreement
- APPENDIX D** – Locum Services-Guidelines and Expectations
- APPENDIX E** – Request for Locum
- APPENDIX F** – Attending Physician Feedback Survey
- APPENDIX G** – Locum Physician Feedback Survey

SCOPE: Applicable to all WRHA Locum Service arrangements within a WRHA Primary Care Direct Operation Clinic or participating Fee-for-Service Clinic.