Victoria
Division of Family Practice
An FPSC initiative

South Island
Division of Family Practice
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F P S C
Family Practice Services Committee

Urban Locum Program
Host Orientation

Welcome

Welcome to the Urban Locum Program (ULP)! We're excited you've joined this innovative pilot program with the goal of creating a hassle-free locum experience while supporting community family physicians across Greater Victoria. If there's anything that we can do to make this process easier for you for you, please reach out to us!

Please note that the program information below may change as we develop our processes and technology along the way.

Program Contact Information

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ULP Host Process Overview

If you haven't already, check out the visual, Host Process: What to expect as a host (link).

Requesting Coverage

Once approved for the program, host physicians will submit their coverage requests using the Coverage Request form (please read the submission guidelines and tips at the start of the form before submitting). Coverage requests will remain open/available to all pilot program locums until claimed. Requests must be submitted at least 30 days before the requested dates. Emergency requests will be considered on a case-by-case basis.

Matching with a Locum Physician

Locums view available host clinic shifts via an online scheduler called Connecteam and will request approval from program staff to pick up any host shift(s).

If you've indicated that you are flexible with your requested coverage date(s), and a locum proposes partial coverage or a slight shift in dates, you may be contacted by Program staff to find a workable solution. If your coverage date lapses without finding a suitable locum match, you can submit a new request.

Once a match for your requested dates has been approved, you will be notified and introduced to the locum via email. The host physician or clinic administrator will then need to connect directly with the locum to confirm clinic schedule and shift information. If this is the first time the locum has provided support to the clinic the host clinic is required, a minimum of two weeks prior to the shift, to set up a clinic orientation with the locum. The

clinic orientation checklist (link) is a guideline of items to discuss, however we encourage you to add to this as you see fit. Any host physicians participating in orientations will be compensated at the sessional rate. In this case, please submit a sessional form once orientation is complete.

ULP Locum Daily Schedule

ULP aims to provide a balance between urgent access for patients, practice coverage of inbox/tasks, and work-life balance for locums. Locums are compensated hourly via ULP contract, so we ask that you collaborate on a daily schedule that allows for all tasks to be completed within their designated hours.

It's important to recognize that our locums have various levels of experience, your patients are of varied complexity, and it may be a locums first day at your clinic and/or working with your EMR. Please ensure the daily schedule is discussed in detail and a locum's preferred number of patients per day is incorporated into the schedule.

It is the Host Physician/Clinics responsibility to secure separate after hours and on-call coverage outside of the locums scheduled hours for their attached patients for the period of the locum coverage. Please consider that inbox/task management by locums can take longer than for a host, as the locum does not have the patient background.

Please be mindful that many of our locum physicians are new to practice, and we aim to help them learn and grow while encouraging them to stay in our communities.

Encounter Coding/Shift Reporting

All Locum Physicians funded under the Locum Contract are required to encounter report through the Medical Service Plan (MSP) Teleplan system for services provided. Locum Physicians will use the Simplified Encounter Codes developed for the provincial primary care contracts. Please find the 19 simplified encounter codes in table 1 of the guide found here.

Locum and Host clinic will be required to sign an Assignment of Payment form before submitting the encounter and shift code bills in the EMR. The Host clinic is responsible for initiating the form and ensuring it has been processed by HIBC prior to the first locum shift. The form can be viewed here. The locum should be set up in the EMR with their own MSP# and the host payee number to default in the bill.

For each day worked under the Locum Contract, each Locum Physician will be required to submit fee item 97570 – Contracted Clinical Shift. This fee item captures hours worked under a clinical service contract as well as the start and stop time of the physician's shift. General guidance on the use of this fee item can be found here.

Information and resources on encounter, shift reporting and Host Clinic EMR set up checklist can be found here.

Infrastructure Support Eligibility

VDFP shall pay eligible Host Physician/Clinic monthly infrastructure (overhead) support payments at the rate of $404.76 per day of hosting the locum, pro-rated for any partial day, upon confirmation of services submitted by the Locum.

Infrastructure Support Eligibility:

- Host physicians who normally pay overhead costs out of clinical compensation are eligible for infrastructure support payments (i.e., contracted physicians who are funded under UPCC, CHC and FNPCI models, or who provide services in Health Authority owned and operated sites and who do not pay any overhead are ineligible for additional overhead payments through the pilot program).

Payments

Locums: Locums are compensated by the Urban Locum Program. Compensation is based on their scheduled days/times and the timesheets they submit. All 3rd party billings are not included in the locum's contract. Please discuss with your locum how they will be compensated for any 3rd party billing.

Host Overhead: At the end of each month locums are required to submit a timesheet that triggers eligible host physicians daily overhead payment. Host physicians will be paid upon receipt and processing of the locum's timesheet; host physicians do not need to take any action to receive overhead payments.

Direct deposit: The Victoria Division submits all payments via direct deposit. If you/your clinic hasn't been paid by the Division in the past, please fill out the direct deposit form as soon as possible. If you are unsure, please reach out to us and we can confirm. The form can be found here. When you receive payment, an email will be triggered from Telpay that will indicate that a funds transfer from the Victoria Division of Family Practice has been made. The email will include a reference code that will help you reconcile the payment. The reference code format will be: ULP Host Physician/Locum Physician Name. For example: ULP Smith/Jones.

Sessional payments:
Host clinic orientations:
Any physicians participating in orientations with a new clinic outside of the scheduled shift times will be compensated at sessional rates (maximum of 2 hour). In this case, please submit a sessional form once the orientation is complete.

Evaluations sessionals:
All evaluations are submitted and paid by FPSC.

Evaluations

To provide key metrics to FPSC and the Ministry of Health about the long-term viability and scalability of the program, the pilot program will be evaluated throughout the duration of the program and at completion. We will be looking for your support in providing feedback on the efficiency, ease, quality, and delivery of the program. We may ask you to complete surveys to assist us in gathering this information to provide to our evaluation team. You will be compensated for your time via sessional payments.

Policies

Important Rules and Responsibilities (please view MOU for full list)

Feedback

Please share any program feedback you may have on our feedback form.