

Urban Locum Program Greater Victoria Pilot

Locum Orientation

(Updated September 19, 2024)

Welcome

Welcome to the Urban Locum Program (ULP) team! 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 at all that we can do to make this work a success for you, please reach out to us!

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ULP Locum Process Overview

If you haven't already, check out the Locum Process: What to expect as a locum ([link](#)).

Scheduling

We're excited to be using a scheduling application called Connecteam. The software allows you to enter your prefer to work dates, accept shifts and confirm your timesheet for payment from an iOS, Android, or web application.

Connecteam login: You will receive a text message from Connecteam to join the system. Please click login and create an account under your cell number. Once created you can also login via your computer at <https://connecteam.com> and click login.

Claiming shifts:

Click [here](#) to view Connecteam's instructions/video for web and mobile phone app on how to claim shifts.

- Shifts will require admin approval and you will see a "pending admin approval" pop up.
- Our goal is to try to match a host physicians request with the same locum but realize this might not always work with your schedule. If you open the shifts that you're interested in, you will see notes at the bottom that list all dates the host physician has requested and any other information pertinent to their request.
- Please claim each date you can cover in the calendar request and include an approx. number of patients you anticipate you will see per day. This will allow us to

communicate in advance with the host physician in hopes of setting expectations prior to confirming coverage.

- Please check corresponding weeks to the specific host physicians request as there might be other physicians that are offering back-to-back requests with the same clinic. In Connecteam clinics are assigned a specific colour to make it easier to recognize shifts posted for the same clinic.
- If you're not able to cover all dates of a request but can cover partial days/times, please add in this information in the note area when you claim the shifts (i.e., I can only cover x dates/times of the request, please advise).
- Once approved you will receive notification that the shifts are in your schedule via the app and email notification.

Cancelling a claimed shift:

We ask that you give us 30 days' notice to cancel a shift. Please contact us directly to cancel a shift to ensure that we can advise the host physician right away and try to reschedule another locum.

Entering your preferred availability:

We want to make sure that we can fill your schedule and find you suitable host clinic matches. We also need to plan and forecast how many host physician requests we can cover based on your availability.

Watch our short how-to videos for entering your availability via the Connecteam [website](#) and [mobile phone app](#).

- (a) Please enter your PREFER TO WORK availability in Connecteam (do not use Unavailable)
- Scheduled days can be Monday-Friday, dayshifts (no weekends or statutory holidays).
 - You can enter "all day" in Connecteam if you're available to work an 8.5-hour full day of service (8 hours of service with 30 min unpaid lunch)
 - Notes can be made if you have specific requirements (i.e., want to work in Sooke only)

Matching with a Host Physician

Once your shifts have been approved in Connecteam, the ULP team will send a coverage confirmation email to the host physician, clinic administrator and yourself, confirming the dates/times of the coverage and contact information. If this is the first time you have provided support to the clinic, the host clinic is asked to set up a clinic orientation a minimum of two weeks prior to your first shift. The clinic orientation checklist ([link](#)) is a guideline of items to discuss, however we encourage you to ask as many questions as you need to feel prepared.

Any physicians participating in orientations outside of the scheduled shift times will be compensated at sessional rates (maximum of 2 hours unless approved). We ask that you please submit your sessional for these orientations via Connecteam. For information on how to submit a clinic orientation on Connecteam, please see below under Timesheets and Payments.

Locum Daily Schedule

The primary objective of the program is to support our locums and ensure they do not feel overwhelmed while maintaining a healthy work-life balance. Once your shifts are confirmed and you have been introduced to the host physician and clinic administrator, we kindly request that you collaborate with them to create a daily schedule that allows you to complete all tasks within your scheduled shift time. Be sure to discuss your preferred patients per hour, as well as how you wish direct and indirect care time to be scheduled.

Locum Inbox/Task Management Responsibilities

Please see the outline below of the responsibilities for inbox/task management during your coverage:

Tasks during shift: Locums are responsible for inbox tasks during their shifts

Urgent After-Hours: Critical tasks after hours/weekends go to clinic's after-hours coverage

Non-Critical After-Hours: Locums handle non-critical tasks the next business day

Coverage Gaps: Locums are not responsible during off-duty gaps (i.e., Locum works 4 out of 5 days)

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.

Encounter Coding/Shift Reporting in the EMR

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 18 simplified encounter codes in table 1 of the guide found [here](#).

You will be required to sign an *Assignment of Payment form* before submitting simplified encounter billing and shift code reporting. The host clinic will initiate the form and send it to you for signature, after you have signed, please send back to the host clinic to counter sign and submit to HIBC.

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.

How to enter a shift report bill code 97570 in the EMR to confirm hours worked on contract:

- Shift reporting code 97570 is billed once per day on any one patient of the day
- Use 780 for UCD-9 code (generic code to make bill go through teleplan)
- The units of time are reported as 15-minute increments, which means that each hour worked is equivalent to 4 units. For quick calculations, billed units = [number of hours worked] * (times) four (4). Do not include lunch or 3rd party billings.
- The shift reporting code 97570 should match the invoice hours you submit for payment in your connecteam timesheet

Please ensure that all bills have the service date of the day worked.

Information and resources on encounter, shift reporting and AOP form can be found [here](#).

Timesheets and Payments

Entering your shift hours in Connecteam:

At the end of your shift login to Connecteam and submit your hours as below:

Mobile App

1. Click on timesheet icon
2. Click on timesheet box (bottom right)
3. Click on day of shift
4. Click on add a new request
5. Click on add a shift request
6. Click on the job and add in the clinic name and the physician you are covering.
7. Enter shift start & end times (deduct any time for 3rd party billings outside of contract).
8. Please add in a note if there is anything we need to be aware of for payroll.

Computer

1. Click on timesheet icon
2. Click on add a shift request (top right)
3. Click on the job and add in the clinic name and the physician you are covering.
4. Enter shift start & end times (deduct any time billed to 3rd party billings outside of contract).
5. Please add in a note if there is anything we need to be aware of for payroll.

Connecteam automatically subtracts 30 minutes for any shift 5.5 hours or longer to include a lunch break. We realize some of you don't take a break, if this is the case please simply note "no lunch" in your timesheet. For example, if you worked 8:30-4:30 without a break, clock in for that period and add a note. At month-end, the admin will remove the 30-minute deduction prior to your timesheet approval.

The program was designed to pay a maximum of 8 hours of service in a day. We ask that you collaborate with clinics to schedule the number of patients per day that will hopefully set you up to succeed. However, in the event that you find it challenging to finish all your tasks within the allocated time, the program will compensate you for up to 60 minutes of extra indirect care time per shift. If such an extension becomes necessary, please ensure to record this additional time on your timesheet and in your shift report in the EMR.

If you consistently require more time or find yourself working more than 60 minutes extra to accomplish your tasks, we ask you reach out to the pilot lead to review your situation and work on finding a suitable solution. We will share your feedback with our Oversight Committee to assess and identify areas where adjustments might be required in the pilot program.

Monthly payroll:

At the end of each month, you will be sent a quick task to verify your timesheet in Connecteam. Once you have signed-off on your timesheet, it will be sent to our finance team and payment will be made via direct deposit. When you receive payment, an email will be triggered from Telepay 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 identify what you are getting paid for. The reference code format will be: ULP Month (i.e. ULP Oct).

Direct deposit:

The Division pays all employees via direct deposit. If you haven'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](#).

Sessional payments:

Any time outside of your scheduled shift time spent at clinic orientations, ULP meetings and peer coaching and support mentorship are paid at the current sessional rates. We ask that you track and submit your sessional time using the Connecteam timesheet.

How to complete a Connecteam sessional in the mobile app:

Mobile App

1. Click on Locum Timesheet icon
 2. Click on timesheet (bottom right)
 3. Click on day of sessional time
 4. Click on add a new request
- (b) Click on the job and add in the type of sessional (Peer Coaching & Support, Locum Program Meeting), add start & end times.
5. Please add in a note to provide details for mentorship one-on-one e.g., who/what

Evaluations sessional:

All evaluation sessional time is submitted and paid by FPSC. Please do not include this time in your Connecteam timesheet.

Host overhead payments:

Host physicians who normally pay overhead costs out of clinical compensation are eligible for overhead support payments from the program. Payments are based off the hours confirmed in your timesheets.

Division Membership

Divisions of Family Practice are not-for-profit societies and collaborative partners funded by Doctors of BC and the Ministry of Health through the Family Practice Services Committee. We encourage all locums to join a Division(s)! Membership is free and some of the many benefits include:

- Free registration to UptoDate
- Doxy.me subscription
- Access to Pathways for specialist wait times, referral processes, and clinical tools, and to Pathways Community Services and Medical Care Directories for patient care resources
- Free continuing medical education with MainPro+ accreditation
- Access to Division-specific communications and member-only information
- Health and wellness support

You may join as many Divisions in BC as you wish, and only need to select one as your primary. To stay connected in Greater Victoria, we recommend joining both Victoria and South Island Divisions. To join, please click [here](#).

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 will ask you to complete short surveys to assist the FPSC evaluation team and you will be compensated for your time from FPSC (sessional rates).

Peer Support & Coaching

The ULP has a peer support and coaching program to provide locums with support through one-on-one communications and group learnings. Please see our [mentorship webpage](#) with further information.

Policies

3rd party/Fee for Service: The locum may bill 3rd party/FFS for any services delivered outside the scope of your Contract. Please see your contract for a complete list of services. Please discuss with your host how you will be compensated for any 3rd party billing.

Feedback

Please share any program feedback you may have on our [feedback form](#).

Have any further questions? Just ask us, we're here to help!