

HEALTH WORKFORCE QUEENSLAND
(formerly QRMSA)
LOCUM PROGRAMME

*Guidelines For Requests To Health Workforce
Queensland Locum Service*

Terms and Conditions

GPO Box 2523, Brisbane Q 4001
Tel (07) 3105 7800 Fax: (07) 3105 7801

Health Workforce Queensland Ltd (formerly QRMSA)

ABN 81065574996

Registered Office:

Level One, 410 Queen Street, Brisbane Q 4001

1. PURPOSE

HEALTH WORKFORCE QUEENSLAND has received funding from the Department of Health & Ageing (DoHA) for rural doctors to be provided with locums for Continuing Medical Education (CME), Recreation, Sick and Emergency Leave. There are a number of avenues through which locums can be provided:

- Australian Doctors / Rural Locum Relief Program
- HEALTH WORKFORCE QUEENSLAND sponsored Overseas Trained Doctors
- Global Medical Staffing, Inc.

The remuneration arrangements for ALL doctors who are NOT working for Global Medical Staffing Inc. are negotiated between the Locum and the Practice Principal.

Medical Superintendents requiring locums should apply through Queensland Health.

HEALTH WORKFORCE QUEENSLAND lets a tender for overseas locums and Global Medical Staffing (GMS), based in Salt Lake City Utah USA is the current contractor. Overseas GPs are engaged to work as locums in Australia for periods of up to six months.

2. MANAGEMENT

The HEALTH WORKFORCE QUEENSLAND manages the Scheme with funding supplied by Department of Health & Ageing. All enquiries should be directed to:

Locums & Recruitment Manager
HEALTH WORKFORCE QUEENSLAND
GPO Box 2523, BRISBANE Q 4001
Telephone: 07 3105 7800 Fax: 07 3105 7801
Email: recruitment@healthworkforce.com.au

3. REQUEST PROCESS

All bookings for locum request are to be made through the Locums Manager. **A non-refundable Application Fee of \$220.00 (includes 10% GST) shall be enclosed with each application.**

Doctors wishing to use the locum service should, if possible, send a request at least four months in advance of the required date of relief. Practices will be advised as soon as possible of the locum doctor available and contact be made between the locum and the practice. Requests received with less than four month's notice will be considered if there are vacant time slots available.

The Locums & Recruitment Manager will provide a letter of confirmation re the proposed dates of relief and a further letter will be sent advising travel arrangements prior to the commencement of the locum relief. The locum year will be from January 1 to December 31. Locum relief will be provided for:

- CME Leave - up to 2 weeks
- Recreation Leave - up to 4 weeks
- Sick Leave - up to 2 weeks
- Emergency Leave - up to 2 weeks

Where it is possible, the doctor requesting relief should provide alternative dates as this will assist in allocating the locums to satisfy the relief requirements of as many doctors as possible.

As the service is intended to make CME more accessible to rural doctors, the request form requires information about the nature of the planned CME.

If the doctor is not satisfied that a fair decision has been made in relation to the allocation of locums, there is provision for an appeal process. Enquiries should be directed to Chairperson Locum Sub Committee, HEALTH WORKFORCE QUEENSLAND.

The request for a locum must state the level and type of services provided in the practice of the doctor seeking the locum. HEALTH WORKFORCE QUEENSLAND will use its best efforts to provide a locum that has experience in providing the level and type of services specified in the request. HEALTH WORKFORCE QUEENSLAND may rely upon the anecdotal responses of the locum in determining whether the locum candidate has any particular experience. HEALTH WORKFORCE QUEENSLAND does not warrant that the locum allocated will have experience in providing the level and type of services specified in the request.

HEALTH WORKFORCE QUEENSLAND is not liable for any damage, action, loss, claim or demand arising because a locum cannot be allocated or because a locum who is allocated does not attend or carry out his or her duties.

Once a locum has been allocated the Locums Manager will send a letter confirming that the allocation has been made to the doctor seeking the locum. The Locums Manager will send a copy of that letter to the locum. On the date of the letter confirming that the allocation has been made (the 'allocation date') a contract of service is deemed to be formed between the doctor seeking the locum and the locum.

The doctor seeking the locum and the locum may not cancel the allocation more than 5 days after the allocation date. If the locum cancels the allocation more than 5 days after the allocation date then the locum must pay the costs of HEALTH WORKFORCE QUEENSLAND in relation to the cancellation including the costs of finding a replacement locum and all related costs. If the doctor seeking the locum cancels the allocation more than 5 days after the allocation date then the doctor seeking the locum must pay the costs of HEALTH WORKFORCE QUEENSLAND in relation to the cancellation including the costs of finding a replacement place for the locum and all related costs.

Obligations of the doctor/practice principal using the locum:

- Provide appropriate accommodation with telephone installed for the locum doctor (see attached standards);
- Provide a motor vehicle for the locum doctor (see attached standards);
- Provide all information and assistance necessary to manage the practice in your absence;
- Provide the same communication facilities to the locum as utilised by relieved doctor;
- Inform the patients that the doctor is absent and a locum is present;
- In cases of after-hours calls and group practices, ensure a fair work-load (i.e. equivalent to the regular roster and load for one absent doctor);
- On completion of the relief period, provide to the HEALTH WORKFORCE QUEENSLAND a report on the locum to assist in evaluation of the service. The locum doctor will also provide a report of the locum placement for the purpose of evaluation of the locum service; and
- Practice staff to check and sign time sheet if a Global Medical Staffing doctor is the locum.

4. *ORIENTATION & HANDOVER*

The importance of a good handover and orientation cannot be over-emphasised. We all appreciate a personal welcome to a new work situation. The practice is expected to meet the locums and to orient them to the practice and the hospital. Lists of difficult patients and patients in hospital are essential and also expected of the locums at the end of their stay.

Understanding that a personal handover is not always possible, a list of contacts and telephone numbers, local specialists used for advice and help, map and general information about the district and specific information about the surgery and accommodation are all expected to be provided. In indigenous health settings this is particularly important. Specific cultural awareness should be provided and early introduction to all members of the indigenous health team, especially senior Aboriginal Health workers is vital.

5. *PAYMENT ARRANGEMENTS*

As with all employees this is often an area of potential vexation but some simple measures can prevent many common problems. Payment rates and methods should be finalized prior to arrival. Any extra work done (particularly on-call) above that normally done by

the usual doctor should receive additional payment and not be “assumed” to be included. Prompt payment is important and may require some special arrangements within the practice. The attached schedule will apply for reimbursement of locum fees from HEALTH WORKFORCE QUEENSLAND, these vary depending on RRMA classification and type of leave being taken.

In the case of doctors provided by Global Medical Staffing, HEALTH WORKFORCE QUEENSLAND will invoice the practice the balance owed.

HEALTH WORKFORCE QUEENSLAND is happy to seek and arrange locums for MSRPPs and hospital positions, if able, but the Government has ruled that rebates cannot be paid for these placements.

Charges for Global Medical Staffing Doctors:

Practices will be charged a flat rate of \$3,125.00/week plus GST for these Locums, which are provided by HEALTH WORKFORCE QUEENSLAND Locum Service for ordinary time (Monday to Friday, with the option of substituting one half day off during the week for one half day on Saturday) (90hrs/ordinary time per fortnight).

PLUS as set out below:

- All overtime will be billed at 50 percent of the gross practice billings for all billings outside the hours 6.00pm to 8.00am Monday to Friday (with the Saturday substitution option).
- On Call – Monday/Friday \$3.00/hr plus GST.
- Weekend on call Saturday/Sunday \$100.00/day plus GST.
- Sundays – any scheduled sessions or appointments will be billed at a rate of \$110.00/hr plus GST.

6. ON-CALL

The expectation that the locum will assume much of the on-call burden for a practice is often a reason for locums not remaining in this type of employment. While many will agree to do more on-call as it means more money, this should be arranged prior to commencement and not assumed. On-call rosters should be provided to the agency as part of the Locum Request.

In particular the weekends at the start and finish of the locum’s stay need to be kept free. The locum has to travel between jobs during this period.

7. CLINICAL PRIVILEGES

It is the responsibility of the practice to ensure that the locum has obtained appropriate clinical privileges prior to his/her arrival. This may need to be organised as soon as the placement has been advised to you from HEALTH WORKFORCE QUEENSLAND.

8. ACCOMMODATION

HEALTH WORKFORCE QUEENSLAND requires the standard of accommodation made available to locums to be in excellent condition. The house or unit should be clean and well cared for; Practice Principals should provide accommodation they and their spouse and family would expect to be provided if they were working as locums. It is not acceptable that locums share accommodation.

HEALTH WORKFORCE QUEENSLAND recommends that the following accommodation be listed as minimal and ideal standards be adhered to.

Minimal Standard of Accommodation:

This is to be a fully furnished at least double bedroom domicile either house or unit in good condition. It is to be in close proximity to the place of work with a telephone installed. If this class of accommodation is not available, which could be the case out in the remote rural areas, motel accommodation with cooking and laundry facilities could be considered.

It is to have clean linen, good cutlery, kitchenware and basic necessities of life provided (soap, toilet paper etc) and to include basic foodstuffs as a starter (for example-sugar, salt, tea, coffee, milk, bread, eggs, meat, and vegetables). It can be

impossible for the locum to find eating places if they arrive in town after the shops have shut and a “welcome pack” of food ensures the locum has food for a basic dinner and breakfast before beginning work the next day.

Other Items:

Instructions on the use of any household appliances e.g. microwave ovens.

The location of the fuse box.

A list of telephone numbers for emergencies e.g. electrician, plumbers, police, ambulance.

A Guide with Community Information that provides locations of areas of interest,

Social Clubs (Golf, Squash, Swimming pool), Churches and meeting times for Rotary/ Lions Clubs etc.

Other persons will not have access to this accommodation while a locum is present unless they are people such as cleaners who have been previously arranged by the principle, with the locum to be given access.

Ideal Standard of Accommodation

This should be of a standard equal to a Medical Superintendent's residence. It would be clean and well cared for. It would have television, microwave, all basic equipment as above, be larger and have more bedrooms, undercover car accommodation, would be well ventilated and/or air conditioning.

Locums are not certified pet carers or gardeners. Prior arrangements should be made to ensure locums are comfortable, doing these tasks. Alternate arrangements often need to be made. Cleaning and gardening would be provided at the principal's expense.

9. *PROVISION OF VEHICLE FOR USE BY LOCUM*

A relatively late model vehicle preferably less than five years old is to be provided at the principal's expense.

The principal should ensure that the vehicle is FULLY INSURED to enable the vehicle to be used by the locum during the period of the locum tenens.

The principal should ensure that the vehicle is serviced and well maintained according to the manufacturer's specifications. The vehicle provided should be clean, roadworthy, and in good repair.

DISCLAIMER:

The principal shall be respectively liable for all actions, claims and demands with regards to the vehicle and each party shall indemnify the locum or HEALTH WORKFORCE QUEENSLAND against any liability arising out of such actions, claims or demands.

HEALTH WORKFORCE QUEENSLAND has endorsed these standards for transport.

Dr. Brenton Trezise

Chairperson

Locum Sub Committee

HEALTH WORKFORCE QUEENSLAND