

# Tips for GPs: Creating a Positive Locum Experience

*Back from vacation and my MOAs tell me that the locum saw patients in a timely manner, responded to messages (especially urgent requests), and filled prescriptions efficiently. Our team reported a collaborative relationship with the locum.*

*My labs are organized with abnormal test results highlighted and clarity regarding follow-up. Cases are well documented, including the management of challenging issues. Patients provide positive feedback about receiving patient-centred care.*

*I am pleased in my review, there are not any overlooked test results. The time I spent orienting the locum and developing the contract was time well spent!*

## Recruiting Your Locum

### **Create a Job Posting outlining:**

- Practice expectations including specialities.
- On call duties.
- Financial - overhead split.
- Practice patterns - # of patients seen per day and during on call.
- Physical layout - include photos.

### **Interview Your Locum**

- Ask for a CV.
- Arrange a meeting.
- Answer questions they have.

### **Check References**

- Ask if patients and staff had a positive experience.

### **Sign a Legal Contract**

- Have a written contract clearly describing duties, & reimbursement.

## Helping Your Locum Succeed

***"Your locum's experience will determine if they will locum with your practice in the future."***

### **Provide an Orientation**

- If solo practice - try and connect the locum with another GP mentor.
- List preferred specialist services.
- Organize a brief training for electronic medical record or paper chart use, as appropriate
- Review how to communicate follow-up information.

### **Ensure for Financial Benefits**

- Enough patient volume.

### **Have an Exit Interview**

- Organize a check-in with your locum for joint feedback.

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## Prepare Your Patients

- Put up a sign a few weeks before the locum will start alerting your patients.
- Get your office staff ready e.g., MOA notifies patients they will be seeing a locum.
- Let your patients know you want to hear from them about their experience with your locum.
- Alert patients in crisis about coverage during your absence.

## Prepare Your Staff and Office

### **Create A Patient & Services Info Sheet**

- Provide a brief list of your complex patients who you think may need special attention.
- Prepare a list of important pending lab results, and action to take.
- Provide a short list of important phone numbers and contact information e.g., speciality and community.

### **Prepare Your Staff**

- Have more senior staff support the locum.
- Have staff welcome the locum.
- Highlight office policies and procedures with staff and the locum to ensure common understanding and consistency.

### **Prepare the Physical Space**

- Ensure easy accessibility of referral forms.
- Ensure your locum's clinic room is well set up, & supplies maintained.
- Ensure your locum's computer works well.
- Ensure there is good internet connection.



**Burnaby**

**Division of Family Practice**

A GPSC initiative