PRACTICING FAMILY PHYSICIAN GROUP CONTRACT

Hours Reporting - Clinic Guide

Contents

Background

Physician groups providing services under the Practicing Family Physician Group Contract (the Contract) are required to submit an hours report to the Health Authority (HA) covering the Service provided under the Contract, and services provided during Contract hours but not directly related to the Contract. The Contract also requires the physicians to report physician level disbursement amounts to the HA. Because of the unique rules relating to claimable hours under the Contract; and, because of the ability to also bill Fee for Service (FFS) for select services during a contract shift, a special template has been designed to support Contract hours and disbursement reporting requirements. Submission of an hours report document to the relevant Health Authority is required quarterly, and to protect the personally identifiable information it records, should be sent using the Secure File Transfer protocol set up by your HA.

Purpose

Physician groups are responsible for the accuracy of information contained within the submitted documents that report their hours against the Contract. This document provides detailed instruction on how to accurately use the Hours Template, including examples and detailed screenshots for reference. This Hours Template was developed to conform to the Contracts hours reporting requirements, data specifications of the Health Authorities' hours information system and streamline the reporting requirements into one document.

Any outstanding questions or concerns should be directed to your local Health Authority.

Description

Each workbook contains a clinic level worksheet, and a series of physician level worksheets. Data entry is only required in the physician level worksheets which will populate the overall clinic level worksheet. The clinic level worksheet only requires administrative data entry.

Hours Template Set Up

1. Under the clinic-level worksheet, input *clinic name*, *clinic payee number*, *facility code*, *current fiscal quarter and current year*. This information **will automatically update** the organization of the physician worksheets to the relative months within the chosen quarter, and year. This is the only data you need to enter in the Clinic Level worksheet.
2. This template has eight empty physician worksheets. Please hide any non-necessary physician worksheets so the number of remaining visible physician worksheets reflects the number of physicians claiming hours against the Contract (please refer to Administrative Tips, page 13 &14 for instructions on how to hide worksheets).
3. Do not delete any worksheets in case of the addition of physicians or locums to the contract. We suggest **hiding** worksheets and the rows that contain the empty physician tables in the clinic-level worksheet if desired.

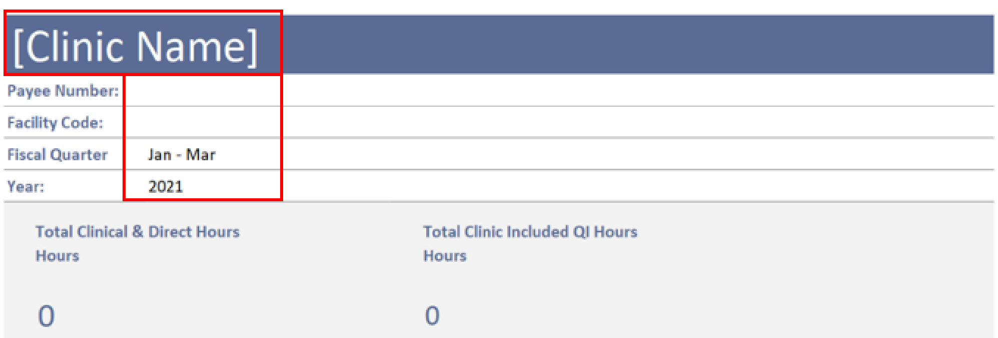


Figure 1- Data entry for clinic-level worksheet highlighted in red.

Do not input physician-level information in the clinic-level worksheet table. Instead, please enter that information in the physician worksheets. The table within the clinic-level worksheet references the physician worksheets with set formulas and will automatically update once physician-level data is entered. This worksheet has password protected cells to avoid any entry that could compromise any reference cells and formulas.

Physician-level Worksheet Set Up

Any physician (including Locums) who claims hours against the contract should have a populated worksheet. Prior to entering any hours in the worksheet, physician information should be entered.

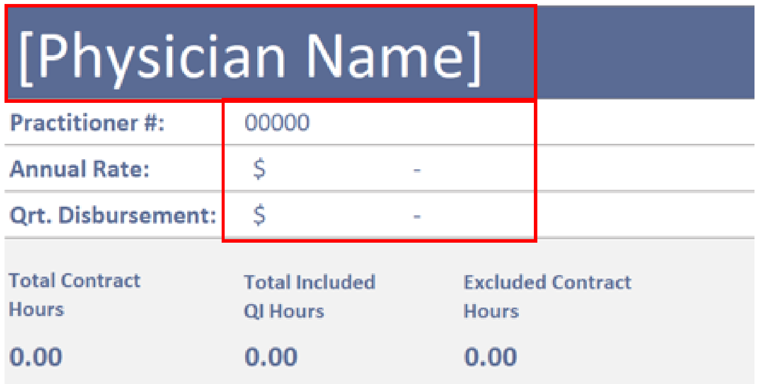


Figure 2- Physician-level data entry highlighted in red.

Figure 3- Update Worksheet name manually.

1. Enter *physician name* & *practitioner billing number*- these fields are required information in each physician-level sheet. Once entered, this information will carry over to the clinic-level worksheet.

2. The entry for *Annual Rate* is required and is based on the physician Year One Income Guarantee including the QI Premium for the first year or the physician Band Amount including the QI Premium for subsequent years. This can be found in the initial EOI assessment, or annual advance report.

3. The entry for Quarterly Disbursement (*Qrt. Disbursement)* is a required field and it is intended to reflect the total amount that the clinic disbursed to the physician. This amount should be entered at the **end of the quarter,** when the physician disbursement amount is known by the clinic. This amount will be displayed in the clinic-level worksheet as a monthly amount - the *Qrt. Disbursement* divided in **three equal parts.**

   For example: At the end of the quarter, a physician has been disbursed a total of $66,500. The amount will translate into the Clinic-Level Worksheet, that summarizes monthly data like so:

Disbursement Amount	
$	22,166.67
$	22,166.67
$	22,166.67
$	**66,500.00**

The three values (Total Contract Hours, Total Included QI Hours & Excluded Contract Hours) immediately below the physician information are automatically populated from the data that's entered in the daily hours fields, which are organized by month in the tables within the physician-level worksheet.

Insert Rows

Within a physician month table in the physician level worksheet, users can insert another row by right clicking on a table row (last table row recommended), hover over "Insert" and click "Insert Row Above". Any rows within the table, including the newly added rows, will be considered in any of the template's automated formulas for calculating hours by type, physician, and for calculating overall hours for the physician group.

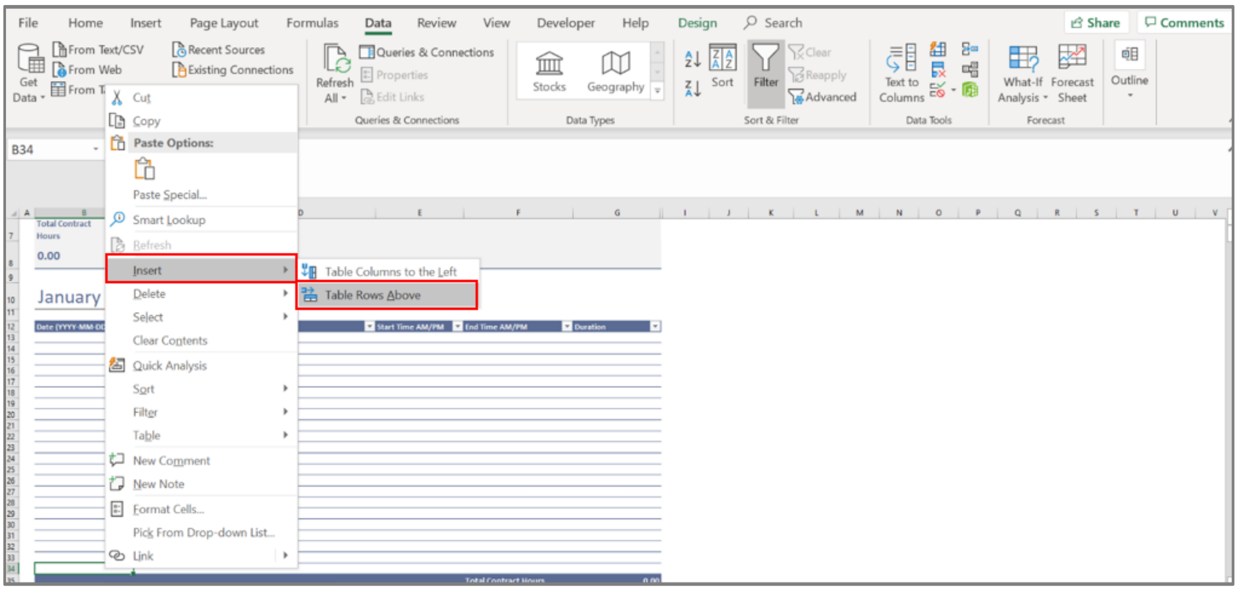


Figure 4 - Inserting New Row

Data Description

Each daily entry on the hours template requires the following information:

- Date
- Day of the week (auto populates based on the date entered)
- Type of care
- Start time
- End time
- Duration

Date: Enter by typing the relevant year, followed by a dash, followed by the numerical value for the month, followed by another dash and then the numerical day in the standard **'YYYY-MM-DD'** format (for example, 2020-01-01 for January 1, 2020).

Day of the Week: This field will be auto populated based on the value entered in the date field. No entry is necessary.

Type of Care: Choose one of the four available Type of Care options from the drop-down menu.

- *Direct/Indirect/Clinical Administrative*: for hours claimed against the contract;
- *QI*: for hours spent undertaking QI activities, whether claimed against the contract or not; (max 1 hour per week);
- *Break (<15 mins):* for any breaks where services, whether claimed against the contract or not, were not provided;
- *Third Party/Specialized FFS*: for services provided during a Contract shift (hours not claimed against the contract) and billed FFS.

Start Time: For each row, enter the start time of the recorded activity. Entries should be entered using a 12-hour clock AM/PM format, however if an entry is in 24-hour clock, such as '14:00', it will automatically update to '2:00 PM'. If values are entered using the 12-hour clock format, please ensure that there is a space between the last number and 'AM' or 'PM'. Entries must be in 15 minutes increments to be accepted in the worksheet.

Note that start time for any type of care entry other than 'Direct/Indirect/Clinical Administrative' can be an estimate.

End Time: For each row, enter the end time of the recorded activity. Entries should be entered using a 12-hour clock AM/PM format, however if an entry is in 24-hour clock, such as '14:00', it will automatically update to '2:00 PM'. If values are entered using the 12-hour clock format, please ensure that there is a space between the last number and 'AM' or 'PM'. Entries must be in 15 minutes increments to be accepted in the worksheet.

Note that end time for any type of care entry other than 'Direct/Indirect/Clinical Administrative' can be an estimate.

Duration: For each row, the duration of the relevant activity must be entered. Entries must be rounded to the nearest fifteen-minute increment, such as '8.25' for 8 hours and 15 minutes, or '8.75' for 8 hours and 45 minutes. Rows used to enter 'Direct/Indirect/Clinical Administrative' activities must have an entry for duration that is less than, or equal to, the number of hours between the start and end time of the entry. Rows used to enter any other care type may be populated with an estimate of the care activity duration, rounded to the nearest fifteen minutes.

May 2021

Date (YYYY-MM-DD)	Day	Type of Care	Start Time AM/PM	End Time AM/PM	Duration
2021-05-01	Saturday	Direct/Indirect/Clinical Administration	8:00 AM	2:30 PM	6.50

Figure 5- Example of an Entry

Data Integrity

Some worksheet fields are protected and cannot be changed.

To avoid corrupting the built-in data validation rules and formulas ***do not*** **change the template - add a worksheet or add columns** in the worksheets.

The physician worksheets are built with functionality and rules to support data accuracy including allowing a set of four possible entries in the type of care field, data validation rules/error messages to ensure appropriate data format, and conditional rules to warn users of potential errors.

If there are functional errors related to the timesheet, or if you'd like to provide feedback on how the timesheet could be improved, please email PCN.Compensation@gov.bc.ca.

Clinic-level Worksheets

As noted above, the clinic-level worksheet does not require data to be input by clinic. The clinic-level worksheet auto-summarizes information entered in the physician-level worksheets. The clinic-level worksheet will be used by the Health Authority to meet their contractual reporting obligations with the Ministry.

Entering Hours

Case Examples

Every hour claimed against the contract must be entered into the hours template under the care type 'Direct/Indirect/Clinical Administrative'. Any QI activities or services that are not claimable as contract hours but were provided on the same day as a contract hour is claimed must also be entered. This may result in multiple row entries for a single day where contract hours are claimed. Note that the duration, start time, and end time value for all QI activity entries, or entries for services not claimed under the contract, can be estimated.

Example 1

- Physician A begins their May 1, 2021 workday at 8:00 AM.
- Physician A spends approximately 15 minutes starting at 9:00 AM providing care to a patient as a result of an ICBC claim.
- At 2:00 PM, Physician A spends the last hour of their workday undertaking a QI activity.

Data Entry

Date (YYYY-MM-DD)	Day	Type of Care	Start Time AM/PM	End Time AM/PM	Duration
2021-05-01	Saturday	Direct/Indirect/Clinical Administration	8:00 AM	2:00 PM	5.75
2021-05-01	Saturday	QI	2:00 PM	3:00 PM	1.00
2021-05-01	Saturday	Third Party/Specialist FFS	9:00 AM	9:15 AM	0.25
				Total Contract Hours	5.75
				Total Included QI Hours	1.00
				Total Excluded Hours	0.25

Points to Note

- Duration value for the first entry has subtracted the fifteen minutes of care provided at 9:00 AM.
- End Time for 'Direct/Indirect/Clinical Administration' entry could have also been entered as 3:00 PM.

Example 2

- Physician B works a split shift day on May 11, 2021.
- The first shift occurs between 7:30 AM and 12:00 PM; the second shift between 3:00 PM and 5:00 PM.
- Physician B spends approximately 30 minutes starting at 8:00 AM providing care to a patient referred to them from an outside clinic.

Data Entry

Date (YYYY-MM-DD)	Day	Type of Care	Start Time AM/PM	End Time AM/PM	Duration
2021-05-11	Tuesday	Direct/Indirect/Clinical Administration	7:30 AM	12:00 PM	4.00
2021-05-11	Tuesday	Third Party/Specialist FFS	8:00 AM	8:30 PM	0.50
2021-05-11	Tuesday	Direct/Indirect/Clinical Administration	3:00 PM	5:00 PM	2.00
				Total Contract Hours	6.00
				Total Included QI Hours	0.00
				Total Excluded Hours	0.50

Making Corrections

If there is a missed entry or inaccurate entry from a month within the current quarter, please modify/add the row in the relevant timesheet month.

If there is a missed or inaccurate entry from a previous quarter, clinics will have the opportunity to remedy this error in the 'Corrections to HA' worksheet.

All fields in the 'Corrections to HA' worksheet must be completed by the clinic. Incomplete worksheets will not be accepted by the HA. Additional instructions for completing the worksheet are listed below:

- **Practitioner Number (required):** Must match records.
- **Practitioner Name (required):** Must match records.
- **Hours (-/+) (required):** Total hours to correct, can be a positive or negative number.
- **Type of Care (required):** Only applicable for Direct/Indirect/Clinic Administration and QI.
- **Month:** Month that the correction is being requested for.
- **Quarter:** The quarter in which the month of the error is.
- **Reasons/Notes (required):** Must explain the reason for requesting the correction.

Administrative Tips

Blank Template

We recommend having a blank template saved in your local/cloud file directory always**.** It is expected that there will be different versions of the hours template for each quarter. Therefore, it is best to always have a blank copy, and when needed, rename it and save it as a new copy.

Multi-User Options

Shared Workbook

If those that will be entering hours into the template are co-located and have access to the same local directory, create a "Shared Workbook".

Microsoft Office Excel 2007 and Later.

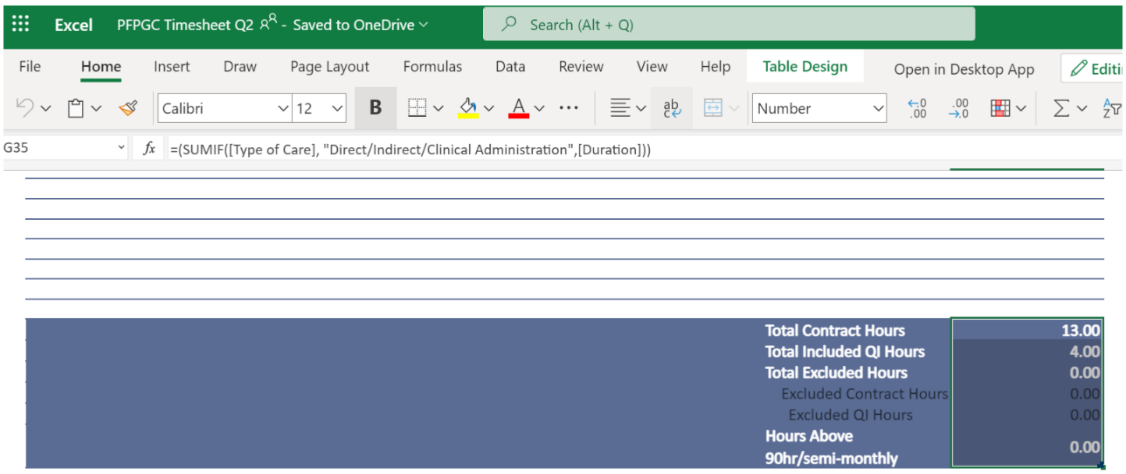
1. Click the **Review** tab.
2. Click **Share Workbook** in the **Changes** group.
3. On the **Editing** tab, click to select the **Allow changes by more than one user at the same time. This also allows workbook merging** check box, and then click **OK**.
4. In the **Save As** dialog box, save the shared workbook on a network location where other users can gain access to it.
5. If this has worked correctly, 'Shared' will appear at the top of the Excel window, next to the file name.
6. When using a Shared workbook, make your change, save, and exit. Avoid keeping the file open when it's not in use.

OneDrive

If those who will be entering hours into the template, are not co-located and do not have access to the same local directory, you can upload the Hours Template to OneDrive or a SharePoint site. ***It is not compatible to Google Sheets.***

This option will not translate any of the advanced protection functions for certain cells and leave crucial cells with formulas and references vulnerable. The most vulnerable cells are the sub-total cells for each month within the Physician Level worksheets .

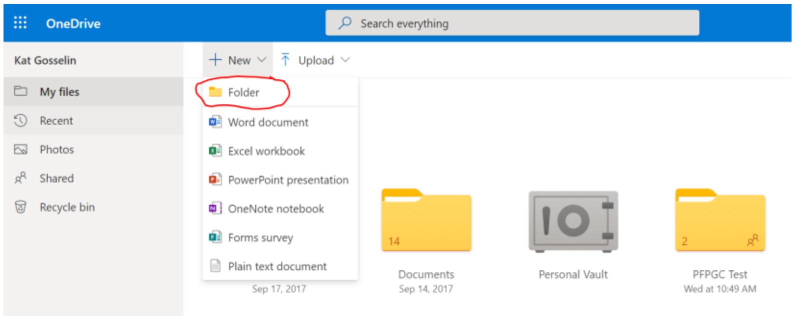
Be careful to not delete or modify any cells as this may result in inaccurate translations to the Clinic-Level worksheet.



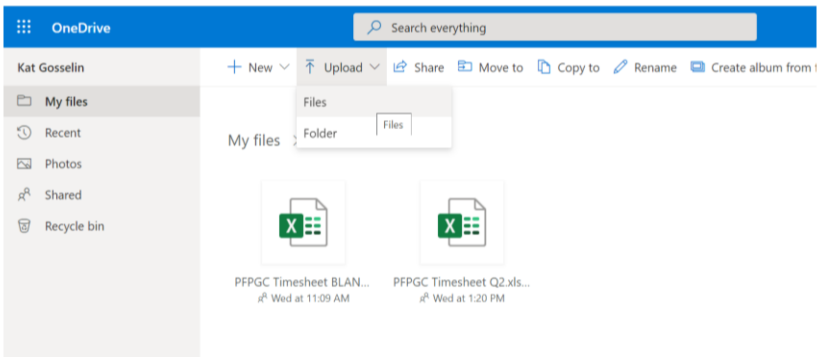
OneDrive will allow users to edit and add to the document at the same time, and it's accessible through cloud storage. OneDrive allows access to the documents via mobile devices and tablets.

Important note: OneDrive continuously saves the document, so the user does not need to click save upon exiting the document. In other words, any change you make is saved. Keep in mind that if you make a change in error, you must correct it. Just exiting the document without hitting save will not be enough to remove the change.

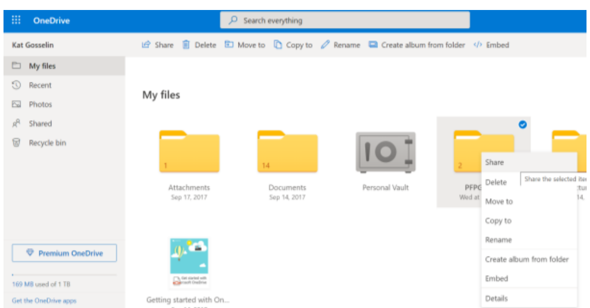
1. Sign into OneDrive. ** One member must have a Microsoft License.
2. Under **Files**, "+ New" and then **Folder**, you can create a new folder where you can upload your workbooks. We suggest creating a Folder to store the blank copy of the Hours Template, as well as one for each of the quarterly Hours Templates.



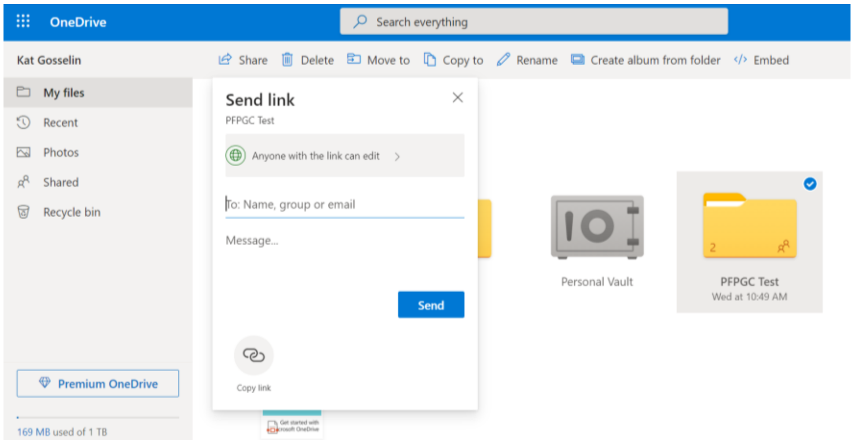
3. Click on that Folder and Click **Upload** to add the Hours Template workbook.



4. Share Folder by right clicking on the Folder and Clicking **Share.**

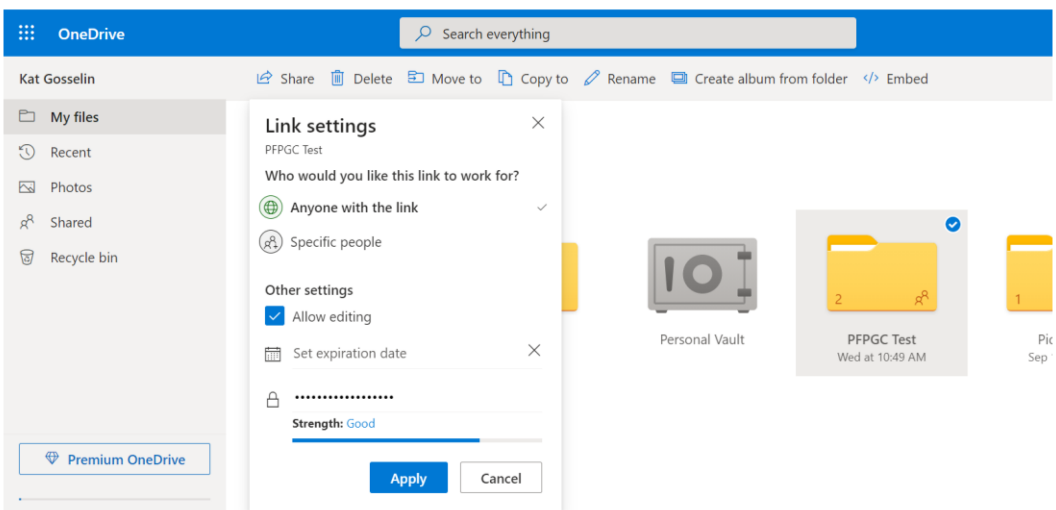


5. Click on the “Anyone with a link can edit” option

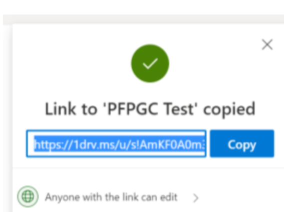


6. Create a Password so anyone with a link AND Password can access and edit the document. Click Apply.

   This measure further secures the physician's personal identifiable information, while not restricting users without a Microsoft License. As long as **one** member of the group has a Microsoft License, they can create folders, upload documents and share with other members that do not have licenses.



7. Click on the **Copy Link** icon on the bottom left, copy and past link and password and share this with you working group via email.



Hiding Worksheets

The clinic will receive a general template with a set number of physician tabs and tables that may exceed the number of participating physicians under The Contract. We recommend “hiding” the extra worksheets and table for potential future use. For example, in the scenario where a new physician or locum is added to the template.

Hiding Worksheets

1. Right Click on the Physician tab that you want hidden.
2. Click on “Hide”.
3. Whenever you need to unhide a worksheet, right click on any tab. Then click “Unhide”, and a window will appear to chose which worksheet(s) you’d like to unhide, click OK.

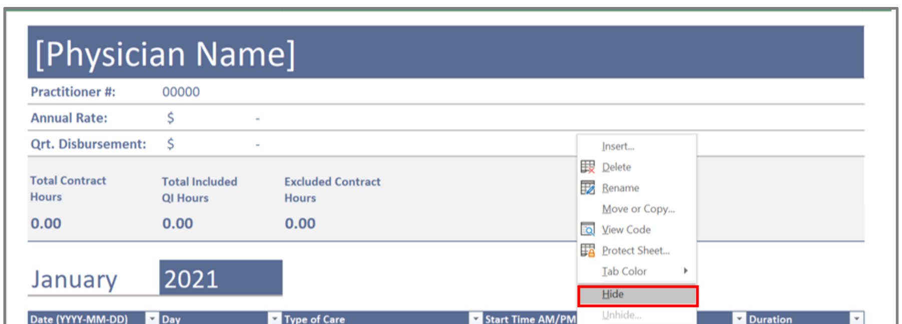


Figure 6 - Hiding Worksheets

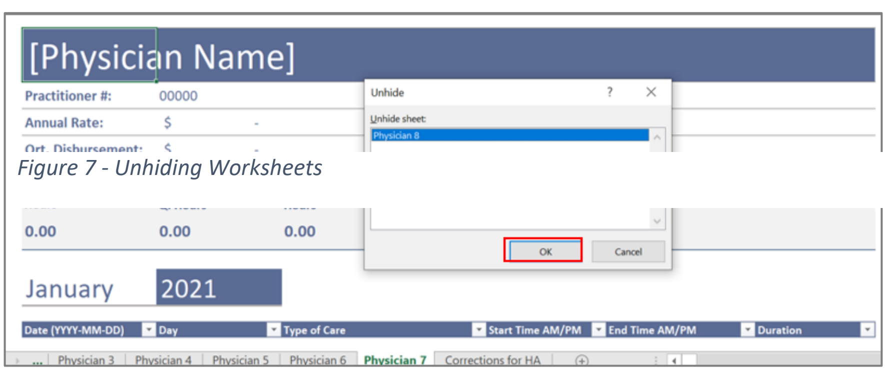


Figure 7 - Unhiding Worksheets