

## Remote Support Team Agreement

### Between the Community Practice and Quality (CPQ) Office and \_\_\_\_\_ (the “Clinic”)

The Community Practice and Quality (CPQ) office of the General Practice Services Committee will provide a temporary Remote Support Team to assist the Clinic to progress through the four phases of Panel Management involving Empanelment and Panel Clean-up and to build the Clinic’s long term internal capacity for Panel Management and measurement. This Agreement is intended to outline general expectations for all parties regarding their roles and responsibilities .

1. In order to receive Remote Support for the Physician Support Program, the Clinic must:
  - Be in one of the approved Expression of Interest (EOI) Primary Care Network (PCN) communities;
  - Use one of the standard Electronic Medical Records (EMR) applications (Med Access, Oscar, Accuro, Profile, Wolf) and not use paper medical records; and
  - Commit to:
    - Completing all Phases of Panel Management dedicating time of physicians, staff and managers/owners to work remotely with the Remote Support Team.
  - Have the ability to:
    - Access to the internet
    - Conduct remote meetings
    - Operate the basic computer functions such as email, teamviewer, etc
2. The activities of the Remote Support Team may include:
  - Empanelment and Panel Clean-up including designing, testing and implementing processes outlined in the Phases of Panel Management;
  - EMR activities related to reporting, status configurations, activation or deactivation of patients, healthcare provider assignments and standardization in collaboration with staff and healthcare providers;
  - Supporting the creation and updating of disease registries for the purposes of understanding population needs and identifying gaps in care.
  - Capacity-building activities related to Panel Management;
  - Collaboration with the Clinic’s healthcare team as it relates to training, developing processes, workflow changes, and screening activities; and
  - Documentation support for standardized workflow and maintenance protocols.
3. The activities of the Remote Support Team will not include:
  - Pre-existing MOA roles and responsibilities;
  - Coverage for Clinic staff who are absent (sick, vacation);
  - Outreach activities related to Complex Care Plans; or
  - Confirmation calls for Clinic appointments.
4. Expectations of the Clinic:
  - Provide role-based MOA access to the Clinic’s EMR (onsite, remote and after hours if possible);
  - Make Clinic staff introductions;
  - Permit the Remote Support Team to liaise with the EMR vendor helpdesk and other practice support resources;
  - Collaborate with all parties involved in each phase Panel Management;
  - Ensure all participating healthcare providers sign confidentiality and data sharing agreements;
  - Designate a staff person such as a Medical Office Assistant (MOA) to be trained by the Remote Support Team on processes related to ongoing Panel Management, maintenance and documentation; and

- Evaluate Panel Management support.
5. Expectations of the Clinic staff:
    - Attend remote meeting via internet;
    - Attend remote meetings with the Remote Support Team to review progress and decide on next steps;
    - Share aggregate Panel Management metrics with the CPQ office for program improvement purposes during and after the period of time the Remote Support Team is assigned to the Clinic including:
      - Clinic structure description (e.g. # of physicians, MOAs, AHPs, walk-in, shared etc.)
      - Checklist of progress for each phase of Panel Management;
      - Pre and post Clean-up scores for chosen indicators;
      - Indication of completion of each phase;
    - Participate in an evaluation of Panel Management support.
  6. Expectations of the GPSC Provincial Office:
    - Confirm eligibility of applications for Remote Support Team support;
    - Formalize a Remote Support Team confidentiality and data sharing agreement with Clinic lead;
    - Notify the Clinic of unplanned absence due to sickness or extended leave and provide replacement support;
    - Manage assignments, replacements, and transitions between Clinics;
    - Oversee progress of the Clinic; and
    - Perform performance evaluation of Remote Support Team.
  7. Expectations of the Remote Support Team:
    - Provide own laptop and cell phone;
    - Sign a confidentiality agreement relating to any personal and confidential information encountered while working on Panel Management assistance in the Clinic;
    - Communicate planned absences with the Clinic team; and
    - Commit to open communication and issues resolution through:
      - Direct discussion between persons involved (e.g. Panel Manager and physician);
      - Escalation to the Clinic manager (or designate); and
      - Escalation to the CPQ Office
  8. This Agreement shall be in force for a maximum period of three months and the Remote Support Team is confident that the processes and skills have been successfully transferred to a designated member of the Clinic's team. Remote Support Team may be assigned to the Clinic according to contract schedule stated in predetermined schedule with Doctor's of BC. Unless terminated earlier by any party, this agreement can be terminated by giving a thirty (30) day notice in writing to the other party of its intention to terminate. Termination of this Agreement shall not, however, affect the rights and obligations with respect to Information disclosed hereunder prior to termination.
  9. This Agreement is the entire Agreement between the parties concerning the matters referred to herein. Any amendments to this Agreement must be in writing and signed by each party.
  10. The failure of a party to enforce at any time or for any period of time any of the provisions of this Agreement shall not constitute a waiver of such provisions or the right of that party to enforce each and every provision. A waiver of a failure to comply hereunder shall be effected only in writing, signed by the waiving party and shall not constitute a waiver of any other failures to comply hereunder.
  11. In case any one or more of the provisions contained in this Agreement shall, for any reason, be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other

provision of this Agreement, but this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.

12. Each party represents and warrants to the other that it has all requisite power and authority to enter into this Agreement and to perform its obligations and that this Agreement has been duly authorized, executed and delivered by it and constitutes a valid and binding obligation, enforceable against it in accordance with its terms.
13. This Agreement shall ensure to the benefit of and be binding on the parties hereto, their successors and permitted assigns.
14. This Agreement may be executed in counterparts, each of which shall be deemed to be an original and all of which together shall constitute one and the same instrument, and may be delivered by facsimile or other electronic form.

IN WITNESS whereof the parties have executed this Agreement by their duly authorized signatories.

**Name of Clinic**

per

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name (Print or Type)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone Number

**Doctors of BC**

per

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name (Print or Type)

\_\_\_\_\_  
Title

115-1665 Broadway W,  
Vancouver, BC, V6J 5A4

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone Number