

JUNIOR MEDICAL OFFICERS - ON-CALL AND CALLBACK POLICY AND PROCEDURE[®]

DOCUMENT SUMMARY/KEY POINTS

- This policy and procedure document applies to all Junior Medical Officers (JMOs) employed to work at The Sydney Children's Hospitals Network (SCHN).
- The NSW Public Hospital Medical Officer's Award (the award) is the industrial instrument that governs salary and conditions of employment for Junior Medical Staff.
- An "on call period" is a period during which a JMO is required by their Department Head to be on call. As per the award, an on-call allowance is payable once per 24 hours. Different rates apply depending on whether the employee is on call during a rostered day off or not.
- JMOs called back to work after leaving the hospital will be paid overtime rates with a minimum of four hours.
- The JMO must be formally released from recall duty. See [Formal Release Approver](#) section for details.
- If the JMO leaves the premises without formal release and is recalled again within the four hour minimum payment period, s/he will not be entitled to additional payment (unless they work beyond the four hour period).
- A JMO can only be paid for undertaking a "clinical appraisal remotely" within the meaning of clause 12 (ix) of the Award where there has been compliance with relevant NSW Health and SCHN policies and procedures.
- All sections of the "Medical Officer Payment for Undertaking Clinical Appraisal Remotely Application Form" must be completed which include certifying the applicable requirements and time taken as well as describing why it was not necessary for the JMO to return to the Hospital. Claim forms must be submitted to the Chief Resident Medical Officer for review and decision.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st October 2014	Review Period: 3 years
Team Leader:	Senior Human Resource Consultant	Area/Dept: Workforce

CHANGE SUMMARY

- New SCHN policy and supersedes CHW and SCH JMO on-call and callback policies.

READ ACKNOWLEDGEMENT

- All Junior Medical Staff must read and acknowledge they understand the contents of this policy.
- Relevant senior Medical Staff and Medical Administration staff are to read and acknowledge they understand the contents of this policy.

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This policy and practice document applies to all Junior Medical Officers (JMOs) employed to work at The Sydney Children's Hospitals Network (SCHN). JMOs play an important role in maintaining patient care especially after-hours. This policy aims to streamline payment for JMOs who are on call or called back to work and to maintain appropriate governance for authorisation consistent with award conditions.

The NSW Public Hospital Medical Officer's Award (the award) is the industrial instrument that governs salary and conditions of employment for Junior Medical Staff.

Policy Statement

An "on call period" is a period during which a JMO is required by their Department Head to be on call, for which s/he is entitled to an allowance at the appropriate award rate. On call allowances are paid for each period of 24 hours.

As per the award, an on-call allowance is payable once per 24 hours. Different rates apply depending on whether the employee is on call during a rostered day off or not.

JMOs called back to work after leaving the Hospital will be paid overtime rates with a minimum payment of four hours, as per the award.

Where a JMO attends work of his/her own volition outside of hours rostered on duty, or remains in attendance when formally released from the obligation to perform professional duties, the hospital shall not be liable to make any payment for such attendance.

Procedures

JMOs called back to work after leaving the Hospital are contractually required to follow the practices detailed in this document.

1. The following employees are authorised to initiate calling medical officers back to work:

The Children's Hospital at Westmead

Resident Medical Officer (after consultation with senior staff on-site), Registrar, Consultant or After Hours Nurse Manager. Call backs for ward rounds are authorised by the consultant.

Sydney Children's Hospital (Randwick)

Registrar or Consultant or After Hours Nurse Manager.

2. Officers shall not be required to work the full four hour minimum payment period if they complete the work they were recalled to perform and any additional work they are required to undertake.

3. Formal Release Approver:

The Children's Hospital at Westmead:

- During normal business hours Monday to Friday, formal release from a call back is approved by the Department Head or delegate.
- During after-hours or weekends, formal release from a call back is approved by the General Medical Registrar, the Admitting Officer, the Sub Specialty Registrar or the After Hours Nurse Manager.
- The Chief Resident Medical Officer is the delegated officer for reviewing and approving call back payments

Sydney Children's Hospital (Randwick):

- During normal business hours Monday to Friday, formal release from a call back is approved by the Department Head or delegate.
- During after-hours or weekends, formal release from a call back is approved by the Emergency Department Admitting Officer or the After Hours Nurse Manager.

4. At the conclusion of a call-back the JMO must verbally check with the formal release approver (see point 3) that there are no patients within the organisation that s/he might be called to see within a reasonable time period.

The formal release approver should ask relevant questions of the JMO to ascertain whether the JMO ought to be formally released or not. Questions to ask, but not limited to, are:

- i. Have you checked the Emergency Department to identify whether they require your services?
- ii. Have you checked with the surgical and medical resident/registrar or the wards to identify whether they require support with patient care?
- iii. Have you completed your ward round?
- iv. Do you have theatre cases and what is the estimated time of the operation?
- v. Is the estimated time of the theatre operation less than 4hours?
- vi. Other questions as appropriate.

5. The JMO is formally released upon verbal advice from the formal release approver. The followings steps should be taken to ensure appropriate payment and documentation:

The Children's Hospital at Westmead:

- The JMO completes and submits the 'Unrostered Overtime/Call Back" web form.
- The formal release approver will approve the 'Unrostered Overtime/Call Back" web form and an email approval will be automatically generated back to the JMO via email.
- The Department Head and Chief Resident Medical Officer will review and approve the 'Unrostered Overtime/Call Back" web form for payment purposes.

Notes:

- If the JMO does not have verbal formal release, then the JMO is not released from duty.
- Payments for call backs will be based upon completion and approval of the web form by the relevant Department Head and the Chief Resident Medical Officer.
- The web form may be completed the following day. However, it is recommended the form is completed immediately to avoid possible delays in obtaining evidence of formal release.


Sydney Children's Hospital (Randwick):

- The JMO completes and submits the 'Roster Adjustment/Timesheet' form to the Chief Resident Medical Officer for approval.
 - If the JMO does not have verbal formal release, then the JMO is not released from duty.
 - Payments for call backs will be based upon completion and approval of the 'Roster Adjustment/Timesheet' form by the Chief Resident Medical Officer.
6. JMOs who are not formally released, and who are recalled again during the four hour minimum payment period are not entitled to any additional payment until the expiration of the four hour period.
7. Claim form for claiming call back payments:
- i. To claim call-back payments, SCH JMOs are required to complete the '**Roster Adjustment / Timesheet**' form (at Sydney Children's Hospital – Randwick)
 - ii. To claim call-back payments, CHW JMOs are required to complete the '**Unrostered Overtime / Callback Web form**' (at CHW) (*A copy of the web form is reproduced below*)

Unrostered Overtime / Callback

This form only to be completed by JMOs


Staff Details:			
Name:	<input type="text" value="Frank Horn"/>	Extension:	<input type="text"/>
User Name:	<input type="text" value="FrankH"/>	Employee Number:	<input type="text"/>
Department:	<input type="text"/>		

Shift Details:			
Date:	<input type="text"/>	Start Time:	<input type="text"/> : <input type="text"/>
		Finish Time:	<input type="text"/> : <input type="text"/>
			<input type="text"/>
You must select hour, minute and AM/PM			
Type:	<input type="text" value="Callback"/>		


Reason / MRN

MRN:

Formal Release: (Department Head or their Delegate, General Medical Registrar, Admitting Officer, Sub Specialty Registrar or After Hours Nurse Manager)

Who is formally releasing the JMO: 
(Displays username)

Approval for Payment

Department Head  (Displays username)

Chief Resident Medical Officer

Note:

If a call-back claim is not entered in the 'Overtime/Call Back' web form the onus will be on the JMO to provide supporting documentation (e.g. patient record) that they attended the call-back. A call-back claim must be attached to a adjustment timesheet and signed by the relevant Department Head or nominated delegate and submitted to the Medical Services Team, Staff Services.

8. If on review, there is a delayed aspect to management (e.g. review of radiology, clinical assessment, post-treatment or investigation), then it is expected that the JMO will stay in the Hospital until medical management of the patient is completed; unless it is anticipated that there would be unreasonable delay (>4 hours) or an unpredictably long (>4 hours) delay.
9. Where practicable a call-back should also include a ward round of current patients.
10. Officers who are advised they will not be required to perform any additional work and are formally released and who are subsequently recalled again during the four hour minimum payment period, shall be entitled to another four hour minimum payment
11. If, at the end of a call-back the JMO is not required and s/he elects to remain at work and use the on-site on-call rooms to sleep, study, work on projects or relax then this will not attract any payment.

12. If the purpose of attending the Hospital on a weekend (Saturday and/or Sunday) is to review pre-operative patients, then this should be approved by the relevant department head and is regarded as rostered or unrostered overtime.
13. Call-back claims will not be paid if the JMO 'Overtime/Call Back' form is not completed and approved.
14. Every patient attendance should be accompanied by documentation in the patient's medical record. Audits of medical records will be performed from time to time by the SCHN Internal Audit Manager.
15. The source of call-back will be dependent on the clinical service but in most cases will include the emergency department, surgery and intensive care units and ward rounds.
16. JMOs are paid overtime when:
 - o More than 10 hours were worked in any one day, or
 - o Additional hours worked resulted in more than 76 hours being worked in any one pay period. Hours worked over 76 hours in the pay period will be paid at overtime rates.

As a consequence of the above; hours worked treating patients up to 2 hours at the start or end of each rostered working day may be considered normal rostered hours or un-rostered overtime depending on hours worked by each JMO in a pay period.

New Award Provision Regarding Clinical Appraisal Granted by the IRC on 20 December 2013

The Public Hospital Medical Officers Award, Clause 12 On Call and Call Back (ix) states:

Officers required to work overtime after leaving the employer's premises to provide a technology support resolution or clinical appraisal remotely without onsite presence, shall be paid for such work at the appropriate overtime rate, with a minimum payment of one hour at such rates.

For the purposes of subclause (ix) "clinical appraisal remotely" means as provided in either (a) or (b) below:

(a) *assessing (by an on-call resident medical officer or registrar) a patient's physical condition to make a diagnosis or a differential diagnosis away from a hospital that incorporates all of the following:*

1. *The taking of a telephone call or calls, or receiving an email or emails, from a medical practitioner on duty in a hospital about a patient.*

2. *Receiving the history of the patient so that the patient's current medical condition and any relevant past medical history including previous surgery and use of medications, if known, is provided.*
3. *Discussing with the medical practitioner on duty the patient's current medical condition and asking questions in respect of the condition as necessary such that the information provided enables an evaluation of the patient's physical condition.*
4. *Directing further examination to be conducted as clinically required, and obtaining other clinical information or opinion from other medical practitioners as necessary.*
5. *Identifying the likely cause of the patient's condition and providing a diagnosis and a prognosis based on the information provided from undertaking 1 to 4 above.*
6. *Ensuring that there is a sufficient clinical justification for the proposed treatment including, if relevant, admission to hospital.*
7. *Instructing the medical practitioner on duty in a hospital what course of treatment should be followed including ensuring the proposed treatment is not contraindicated, being satisfied that such treatment is able to be determined, and can be properly implemented, without requiring the return of the on-call resident medical officer or registrar. This would include developing or confirming a management plan, or varying an existing management plan with the endorsement of the staff specialist or VMO responsible for the care of the patient.*
8. *Directing follow-up requirements and subsequently reviewing the patient, if appropriate, based on those requirements.*
9. *Complying with relevant NSW Health and local policies, procedures and directions.*

(b) *the provision of a report by an on call registrar on images forwarded electronically in circumstances where:*

1. *had the communications technology involved not been utilised the registrar would have had to have returned to the workplace to provide that report; and*
2. *there has been prior approval at the facility level to the use, and the conditions of use, of such technology by the registrar.*

The Award definition of “clinical appraisal remotely” will apply to claims submitted by SCHN JMOs. A clinical appraisal provided remotely pursuant to this subclause (ix) shall attract a minimum payment of one hour at the appropriate overtime rate only in circumstances where, if it had not been provided remotely, the on-call JMO would have otherwise needed to have returned to the workplace.

To claim payment for undertaking a “clinical appraisal remotely” within the definition of the Clause 12 (ix) of the Public Hospital Medical Officers Award, a JMO is required to complete the attached application (Attachment 1) and submit it to the Chief Resident Medical Officer for review and decision.

Note: All sections must be completed which include certifying the applicable requirements and time taken as well as describing why it was not necessary for the JMO to return to the Hospital.

Special Circumstances

The Children's Hospital at Westmead:

- Single roster covering Westmead (Adult) Hospital & The Children's Hospital at Westmead:
 - This call back roster or call back requires approval and agreement by BOTH departments and BOTH Administrations.
 - If, while attending a call-back at the Children's Hospital at Westmead (CHW), there is a delay in patient management that requires the JMO to stay at CHW awaiting results (e.g. CT Scan), AND a need to attend a call-back in Westmead (Adult) Hospital arises during this time, the call-back at CHW and Westmead (Adult) Hospital will be paid as one call-back and not two separate call-backs.
 - An agreement has been reached between the Medical Administrations of both Hospitals to share data about call-back attendances to monitor safe working hours.

Sydney Children's Hospital (Randwick):

- Single roster covering Prince of Wales Hospital & Sydney Children's Hospital (Randwick)
 - This call back roster or call back requires approval and agreement by BOTH departments and BOTH Administrations.
 - If, while attending a call-back at the Sydney Children's Hospital (Randwick), there is a delay in patient management that requires the JMO to stay at Sydney Children's Hospital (Randwick) awaiting results (e.g. CT Scan), AND a need to attend a call-back in Prince of Wales Hospital arises during this time, the call-back at Sydney Children's Hospital (Randwick) and Prince of Wales Hospital will be paid as one call-back and not two separate call-backs.
 - An agreement has been reached between the Medical Administrations of both Hospitals to share data about call-back attendances to monitor safe working hours.

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Attachment 1

Medical Officer Payment for Undertaking Clinical Appraisal Remotely Application Form

Facility:		Department:	
Family Name:		First Name:	
Employee Number:		Telephone No.	
Email Address:			
Clinical Appraisal Date:	Time Commenced:	Time Completed:	Total Time Spent in Undertaking the Appraisal (not including interruptions and time not spent on the appraisal):
Name of on-site Medical Practitioner who initiated the request for a clinical appraisal:			
Patient Name:		Patient Medical Record No (MRN):	
In the assessment of the patient's physical condition which led to the making of a diagnosis or a differential diagnosis away from the hospital all of the following criteria were met:			

Criteria	Requirement Completed ✓	Time Taken
Received call(s) or email(s) from a medical practitioner on duty in a hospital about a patient		
Received patient history including current medical condition, any relevant past medical history including previous surgery and use of medications if known		
Discussed with on duty medical practitioner the patient's current medical condition, asked questions in respect of the condition as necessary such that the information provided enabled an evaluation of the patient's physical condition		
Directed further examination to be conducted as clinically required, and obtained other clinical information or opinion from other medical practitioners as necessary		

To be completed by the Medical Officer applying for payment:

I hereby certify that:

- I. The information provided in this application is accurate.
- II. I have updated the patient's record for the patient in respect of whom the appraisal was provided at the earliest opportunity and in a manner that ensures continuity of patient care.
- III. The medical practitioner who initiated the request for the appraisal confirmed to me that he or she sought to consult with any appropriate available medical staff on duty in the hospital and the reason for calling an on-call medical officer was as follows:
- IV. The reason why it was not necessary to return to the hospital to undertake the appraisal is as follows:

Signature of Medical Officer:	
Date:	

To be completed by the Director of Medical Services or other relevant medical administrator:

I hereby certify that:

the Medical Officer has complied with the terms and conditions as set out in the Policy Directive *Payment to Medical Officers for Undertaking a Clinical Appraisal Remotely* PD2014_002, and that payment at the appropriate overtime rate can be made.

Print Name:	
Title:	
Signature	
Date:	