

POLICY STATEMENT

Participating Clinicians are responsible for the additional costs associated with after-hours training.

INTENT

The intent of this policy is to outline the financial support provided by eDOCSNL to participating clinicians who request training outside of normal eDOCSNL Program hours.

POLICY SPECIFICS

Fees associated with training are outlined in Appendix C of the Physician Participation Agreement.

eDOCSNL will facilitate implementation during regular business hours of the eDOCSNL Program. As such, eDOCSNL will cover the associated training costs within the normal hours of the eDOCSNL Program.

Should after-hours vendor training be requested by a provider, the provider is responsible to pay the difference between the amount normally paid by the eDOCSNL Program and the after-hours costs; including any associated overtime and travel costs.

eDOCSNL will receive an invoice from the vendor for the training. eDOCSNL will pay the fee normally associated with the training and will invoice the MedAccess subscriber for the additional cost.

BACKGROUND

When a new clinic joins the eDOCSNL program, the EMR is introduced to the clinic through a deployment process. The deployment process takes place over three sequential days, with a fourth day taking place four to six weeks after the initial training.

Training associated with deployment and with new providers joining the clinic is provided by a Telus Trainer (Educator); a representative from the eDOCSNL program is also on site.

- The first day is dedicated to the training of clinic administrative staff.
- The second day is dedicated to the training of providers. The clinic must be closed for these first two days.
- On the third day, the clinic is advised to be open to patients with the stipulation that no more than 50% of the regular patient load be scheduled. The Telus trainer and representative from eDOCSNL will provide user support throughout the third day.

Four to six weeks after the initial deployment, the clinic is required to close to patients for a day of advanced training. When a new physician joins a clinic, a single day of training will be provided.

eDOCSNL covers the cost of this training during the standard hours of 9:00 AM and 5:00 PM on Monday to Friday as outlined in Appendix C of the Physician Participation Agreement.

APPROVAL

Approved by: EMR Management Committee

Revision History:

Initially Approved: December 3, 2019

Revised: