

Group Contract for practicing full-service family physicians

Time to Third Next Available Appointment Reporting & Patient Attachment

Access – Third Next Available Appointment

The third next available appointment is an established best practice measure of patient access. Each contract clinic is required to submit monthly estimates of the time to third available appointment on a quarterly basis to the health authority (e.g., the quarterly submission for the first fiscal year quarter will contain estimates for April, May and June). Estimates are entered into the template below, provided by the health authority to each contracted clinic. Submissions are due within 30 days after the end of the most recently completed quarter.

Clinics are encouraged to contact the General Practice Services Committee's (GPSC) Practice Support Program (PSP) for assistance on how to measure, or standardize measurement, of the time to third available appointment. The PSP is available at: psp@doctorsofbc.ca.

The Third Next Available Appointment form can be found here:

<https://www2.gov.bc.ca/assets/gov/health/forms/2990fil.pdf>

Please complete and return this form to the relevant health authority's Medical Affairs Department.

Teleplan – Attachment

For physicians on the contract, patient attachment records will inform the calculation of the contract panel and complexity premium payment. The attachment record is a \$0 administrative fee code unique to each primary care network (PCN), submitted through Teleplan.

Attachment records should be submitted once per patient, per year and should be submitted only when attachment has been established or re-confirmed through explicit attachment conversations with the patient (presented below). Upon submission of an attachment record a patient should also be provided with information about the process and mechanisms for confirming their attachment to the clinic and provider.

Existing Patients: For existing patients (e.g., patients for whom attachment is not new), the physician should submit the non-PCN specific attachment code.

Newly Attached Patients: For newly attached patients, the PCN specific code should be submitted.

A physician may submit an attachment code for existing patients prior to the attachment conversation however, during the first patient visit the physician must have the attachment conversation.

A detailed [instructional guide](#) on the use of attachment records, which includes a list of each PCN's attachment fee code, is available online through the [PCN toolkit's](#) resource section.

Please note that because the attachment record is administrative, the contract physician should submit a separate encounter record or fee-for-service claim if a service was provided as part of the care episode during which attachment was discussed and confirmed.

Each attached patient must be given the opportunity to verify their attachment to their MRP. Where attachment is verified, the form of verification must be kept in the patient file and be made available to the Ministry on request. The form the ministry suggests using to verify attachment can be found [here](#).

The following must be addressed in each attachment conversation:

As your **primary care provider**, I, along with my practice team, agree to:

- Provide you with safe and appropriate care
- Coordinate any specialty care you may need
- Offer you timely access to care, to the best of my ability and as reasonably possible in the circumstances
- Maintain an ongoing record of your health
- Keep you updated on any changes to services offered at my clinic
- Communicate with you honestly and openly so we can best address your health-care needs

As my **patient** I ask that you:

- Seek your health care from me and my team whenever possible and, in my absence, through my colleague(s)
- Name me as your primary care provider if you have to visit an emergency facility or another provider
- Communicate with me honestly and openly so together we can best address your health-care needs

If you have any questions on **time to third next available appointment reporting** or **patient attachment**, please email: PCN.Compensation@gov.bc.ca