

## FREQUENTLY ASKED QUESTIONS

Updated November 26, 2024.

	Questions	Answers / Link
	<b>General</b>	
<b>G1</b>	Is there a cost to the Division/Membership in joining the After Hours Care program?	<p>There is no cost for Divisions or Members to participate in the After Hours Care program.</p> <p>There is no cost to family physicians (FPs) or nurse practitioners (NPs) to use the program with their patients.</p> <p>**Will divisions receive funding to complete the EOI and support ongoing After Hours Care program work? No, Divisions will not receive additional AHC funding. Please refer to section D2 for details.</p>
<b>G2</b>	Where can I find information about the program?	<a href="https://fpscbbc.ca/after-hours-care">fpscbbc.ca/after-hours-care</a>
<b>G3</b>	What are the AHC hours of service?	<p>Monday to Friday from 5:00 p.m. – 9:00 a.m.</p> <p>24-hours on weekends and statutory holidays (also includes Easter Sunday, Easter Monday and Boxing Day).</p>
<b>G4</b>	Where can I find more information on the evaluation of the service?	<a href="https://fpscbbc.ca/after-hours-care">fpscbbc.ca/after-hours-care</a>
<b>G5</b>	When will the After Hours Care program expand to my community?	The EOI process is open from November 25, 2024 to January 31, 2025. The EOIs will inform planning for a provincial expansion. We anticipate that the EOIs submitted during this time frame will be scheduled for expansion in a phased approach subject to available funding in 2025/26. Consideration for expansion order includes division interest, division capacity and ability to support program onboarding, communities in crisis and population of attached patients
<b>G6</b>	When will the After Hours Care program expand provincially?	Provincial expansion is targeted to begin in fiscal year 2025/26. The expansion timeline is dependent on budget funding. It is anticipated funding will be determined by March 2025.
	<b>Physicians</b>	
<b>P1</b>	I'm interested in staffing and/or using the After Hours Care service to replace my/our	<a href="https://fpscbbc.ca/after-hours-care/about">https://fpscbbc.ca/after-hours-care/about</a> , staffing and using

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	after hours call needs. Where can I find more information about this?	<a href="https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf">https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf</a>
<b>P2</b>	What requirements must be met in order to use the After Hours Care service to replace my/our after hours call needs?	<p>Family physicians signing up to use the service for their attached patients must sign a user agreement, within which the family physician commits to:</p> <ul style="list-style-type: none"> <li>• Ensure a reasonable number of rapid access appointments are available for your patients that call the service and are recommended to require semi-urgent follow-up</li> <li>• Continue to be accessible to attached patients during the daytime on weekdays (the After Hours Care program is not a locum replacement service)</li> <li>• Adjust their phone messaging to align with After Hours Care redirection during after hours and utilize resources (eg: posters, pamphlets) from the service to educate patients on use of the service</li> <li>• Participate in your local PCN</li> </ul> <p><a href="https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf">https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf</a></p>
<b>P3</b>	How are AHC staffing physicians compensated?	Family physicians staffing FPSC's After Hours Care program will be paid through an hourly physician group contract with the Ministry of Health.
<b>P4</b>	Do staffing Physicians answer AHC calls from anywhere in the province or do they only take calls from the division that they support?	Staffing Physicians answer AHC calls from anywhere in the province.
	<b>Nurse Practitioners</b>	
<b>N1</b>	I'm interested in using the AHC service to replace my/our after hours call needs. Where can I find more information about this?	<a href="https://fpsc.bc.ca/after-hours-care/about">https://fpsc.bc.ca/after-hours-care/about</a> , staffing and using <a href="https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf">https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf</a>
<b>N2</b>	What requirements must be met in order to use the AHC service to replace my/our after hours call needs?	<p>NPs signing up to use the service for their attached patients must sign a user agreement, within which the FP commits to:</p> <ul style="list-style-type: none"> <li>• [copy text from above for FPs]</li> </ul> <p><a href="https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf">https://fpsc.bc.ca/sites/default/files/after_hours_care_program_-_things_to_think_about.pdf</a></p>
<b>N3</b>	Can nurse practitioners staff the service?	At this time, nurse practitioners cannot staff the service.

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Divisions - Expression of Interest (EOI)		
<b>D1</b>	Who is responsible for completing the EOI?	The division is responsible for completing the EOI (Expression of Interest). This can be completed by the Executive Director, a Project Manager and/or Physician Lead on behalf of the division
<b>D2</b>	Will divisions receive funding to complete the EOI and support ongoing After Hours Care program work?	<p>The division will complete the EOI, including surveying members about their interest in joining the program, support family physicians when onboarding to use the program and participate in evaluation activities. Administrative activities include completing the EOI, sending communication packages to division members about the program, sharing with the FPSC Provincial Initiatives team about barriers and successes to onboard and any community concerns about using the service, and support distribution of communications packages including clinic posters and voicemail instructions.</p> <p>There is no additional funding available from FPSC to support onboarding to the program.</p> <p>The division can allocate infrastructure funding for staff administrative support. Physician Engagement in PMH (patient medical home) and PCN Funding can be utilized to support physician engagement in the program.</p>
<b>D3</b>	How much time will be given to divisions to complete the EOI?	Divisions have from November 25, 2024 until January 31, 2025, to complete/submit the EOI to be considered for the first phase of division onboarding
<b>D4</b>	What are the next steps once the divisions have submitted their EOI?	EOIs submitted by January 31st, 2025, will inform planning for the provincial expansion. Submissions will be reviewed and an initial onboarding schedule will be communicated once the timeline of funding is confirmed.
Divisions – Onboarding		
<b>D5</b>	What are the steps to onboarding my division?	<p>Divisions interested in joining the After Hours Care program in the initial expansion phases should complete and submit their EOI by January 31, 2025.</p> <p>The division EOIs will be reviewed and assessed against onboarding criteria and program capacity.</p> <p>Updates will be provided as new divisions are onboarded.</p> <p>Divisions will be notified if they are included in the proceeding expansion phase.</p> <p>When onboarding begins, divisions will support the onboarding administrative process (see “What does onboarding administration include?” for details)</p>
<b>D6</b>	What does onboarding administration include?	<p>When a division joins the After Hours Care program, the division will support the following administrative steps:</p> <ul style="list-style-type: none"> <li>• Share sign up information with membership</li> </ul>

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		<ul style="list-style-type: none"><li>• Send communications about go-live dates with FPs/NPs</li><li>• Distribute patient and office staff communications to longitudinal clinics signed up to use the service</li><li>• Follow up with clinics about changing their voicemail to AHC line</li><li>• Attend meetings/distribute communications as needed from FPSC &amp; HealthLink BC re: updates on the After Hours Care program</li><li>• Support evaluation activities by FPSC and/or UBC DigEM</li></ul> <p>All materials shared with the membership will be provided to the division by the FPSC Provincial Initiatives team.</p> <p>Divisions are expected to utilize existing FPSC funding streams, such as Infrastructure Funding or Physician Engagement in PMH and PCN Funding, as per the funding guidelines to support engagement in the AHC program.</p>
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If you have any questions that have not been answered in this FAQ or on the [website](#), please write us at [AHCP@doctorsofbc.ca](mailto:AHCP@doctorsofbc.ca).