

General Practice Living with COVID-19 (LWC) 'Open for Business' Program

NQPHN invites general practices in North Queensland to further improve health outcomes for people requiring primary care in the after-hours period.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



2023 Living with COVID-19 (LWC) 'Open for Business' Program

The program is the second stage of a wider two-phased approach to increase access to COVID-19 vaccines for vulnerable people across North Queensland.

Program aim

To support general practice and the current increased patient demand for services, NQPHN is offering financial support for general practices to extend their opening hours into the out of usual business hours period to:

- address the additional demands currently being experienced across the health system and our communities,
- support the 'Living with COVID-19' health care environment moving forward,
- help optimise current practice resources, with a view to providing ongoing access to COVID-19 vaccinations,
- increase access to GP consultations for patients experiencing respiratory symptoms.

Program eligibility

Open for Business

For the purposes of this initiative, from August to 15 December 2023, or earlier if funding is exhausted, the out of usual business hours period that will attract support payments are as follows:

Day of week	After-hours eligible times	Minimum session duration to attract payment	Payment available per session
Monday to Friday	Before 8am or after 6pm	2-hour period	\$500
Saturday	After 12pm	2-hour period	\$1,000
Sunday	All day	2-hour period	\$1,500
All designated public holidays	All day	2-hour period	\$1,500

The maximum amount each practice can claim in payments for the 2023 LWC Open for Business program period to 15 December 2023 is \$1,500.

If your practice is already offering out of usual business hours sessions that match the above criteria, each participating practice can claim support payments. Medical deputising services are not eligible to claim these support payments.

Frequently Asked Questions

What is the NQPHN LWC 'Open for Business' program?

- The NQPHN LWC 'Open for Business' program provides financial support for general practices within our Northern Queensland region to extend their opening hours in recognition of the additional demands currently being experienced across the health system,

What requirements must be met?

Each participating practice must meet the following requirements (regardless of the number of services delivered):

- Consultations must be provided by a GP.
- The consultations can be undertaken either face to face or via telehealth.
- Provide consultations for patients in accordance with the Royal Australian College of General Practitioners (RACGP) standards for general practice (5th edition).

What are the Program obligations?

Mandatory

- Complete a LWC 'Open for Business' program request form prior to the proposed session/s occurring and receive NQPHN approval.
 - NQPHN will not be able to pay claims for sessions where prior approval has not been gained from NQPHN.
- Complete and submit a report within two weeks of the final session occurring, using the form provided by NQPHN.
 - receipt of a completed report is required before a Tax invoice can be approved for payment.
- Submit a compliant Tax invoice within two weeks of the final session occurring. The Tax invoice must include;
 - dates the LWC 'Open for Business' program session/s took place.
 - the NQPHN provided approval id number.

Note: Services must also be available to non-Medicare patients.


What is the maximum amount each practice can claim in payments for the 2023 LWC 'Open for Business' program?

- The maximum amount each practice can claim in payments for the LWC 'Open for Business' program for the period August to 15 December 2023 is \$1,500.

What are the next steps?

If your practice would like to take advantage of this LWC 'Open for Business' program and start claiming payments, you will need to:

- Complete a 2023 LWC 'Open for Business' program request form prior to the proposed session/s occurring and receive NQPHN approval.

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- NQPHN will not be able to pay claims for sessions where prior approval has not been gained from NQPHN.
 - Ensure you complete all the mandatory requirements listed above to meet the Program obligations.
 - **Note: Applications for funding for 2023 LWC 'Open for Business' program session/s will not be considered unless the session/s has been previously approved by NQPHN. Funding is available for a limited time only.**

When does the funding close?

2023 LWC 'Open for Business' program funding closes 15 December 2023, or earlier if funding is exhausted.

How do I seek payment?

- Payment will be provided on submission of a report and a compliant Tax invoice. A link for reporting will be provided to participating general practices.
- The invoice must be emailed to preparednessandresponse@nqphn.com.au and the report completed within two weeks of the approved final session date.

What are the reporting requirements for the program?

- General practices will need to complete a report, using the form provided by NQPHN.
- The completed report and an invoice for the services delivered must be submitted to NQPHN within two weeks of the approved final session date.
- **Please note:** NQPHN reserves the right to use the data provided through reports to conduct an audit, to ensure the program is being delivered as intended. This may require the general practice to provide evidence that an out of usual business hours service occurred.

Where can I get further information?

- For further information or questions, please email your NQPHN Disaster Preparedness team preparednessandresponse@nqphn.com.au

