

**FAST FACTS**



# REMOTE CLINICAL APPRAISALS

What you need to know

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Whether you're on call or not, have you ever been contacted by a colleague in the hospital asking questions about a patient? Have you ever thought to yourself – I should be paid for this work!

Well chances are you should be! We want you to be aware of your entitlements including payment for remote clinical appraisals.

## What is a remote clinical appraisal?

If you are contacted (via phone or email) by another medical practitioner in the hospital to assess a patient's condition or make a diagnosis when you yourself are not present in the hospital, this is referred to as a remote clinical appraisal.

## I've heard that claiming for remote clinical appraisals can be quite involved. What should I know?

The Award and Policy Directive are quite prescriptive in terms of the procedures for remote clinical appraisals. There are nine criteria that need to be met to ensure you can be paid for a remote clinical appraisal.

## What are the criteria?

1. The call (or email) must be from another medical practitioner who is on duty in the hospital.
2. Receive patient history as well as information about their current condition.
3. Discuss the current condition and ask questions to help you with your decision making.
4. Direct further examination or ask for another opinion.
5. Identify a likely cause for the condition or make a diagnosis.
6. Make sure you can justify your conclusion(s).
7. Instruct the caller on a management plan for the patient.
8. Ensure follow-up requirements are clear.
9. Comply with the relevant policies and procedures.

## Do I need to note down all this information?

Yes. It's vital that you note down all information at the time and also include this on your form. You must satisfy all nine criteria before payment can be made. All information should be included in the Summary of Appraisal

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section of the form. You will also need to note the time taken to complete each of the above criteria. The more information you can include, the better!

## How soon do I need to submit the claim form?

It's generally a good idea to complete the form as soon as possible after the event and seek sign off from the Director of Medical Services (DMS) as soon as possible after completion.

## Where can I find the claim form for a remote clinical appraisal?

The claim form is attached to the NSW Health [Policy Directive – Payment to Medical Officers Undertaking a Clinical Appraisal Remotely](#).

It is probably also a good idea to check in with the JMO Unit at your hospital to see if there is any addition paperwork specific to your LHD that needs to be completed to ensure a successful claim.

## What can I expect to be paid for a remote clinical appraisal?

You should be paid a minimum of one hour at the appropriate overtime rate.

## What if it takes longer than an hour? Or I am continually called back about the same patient for longer than an hour?

Any time worked should be paid at the appropriate overtime rate.

## What does the 'appropriate overtime rate' mean?

Time and a half for the first two hours and double time thereafter.

OR

Double time for any work conducted on a Sunday.

## I have remembered some information I should have included on my remote clinical appraisal application; can I add to it or amend it after it has been submitted?

Yes. Get in touch with the manager you submitted the form to as soon as possible and ask to make the necessary changes.

## What is the average turnaround time for a remote clinical appraisal to be approved and paid?

Turnaround times can differ from hospital to hospital. If your form is submitted a week before your next pay is due, then you should generally be paid in the next pay cycle.

# What you need to know



If you have any questions with regards to the information contained in this document or related to Remote Clinical Appraisals, please contact our Workplace Relations team on 9439 8822 or via [workplace@amansw.com.au](mailto:workplace@amansw.com.au)

## My remote clinical appraisal application has been rejected. What should I do now?

It's perfectly reasonable for you to ask why your claim has been rejected. Simply ask for more information from the JMO Unit or DMS. If you're unsure, please get in touch with us at the [AMA](#).

## My hospital does things a little differently and claiming isn't encouraged, what should I do?

The [Award](#) and NSW Health [Policy Directive](#) applies to all public hospital medical officers across the state. If you are experiencing push back or have had claims rejected, please get in touch with us.

## Claiming for remote clinical appraisals seems to be a cumbersome process. Is it worth the effort?

The AMA NSW Doctors-in-Training Committee have written to the Ministry seeking change on this very topic. Currently very few doctors in training claim so the issue is seen as minor.

To help us seek change, we encourage you to claim for remote clinical appraisals to help bring light to the issue.

Make that claim - your time is worth something!

## Surely there is an online claiming system for remote clinical appraisal, can't it be included as unrostered overtime?

Unfortunately, no. Currently the system for claiming unrostered overtime and remote clinical appraisals are quite different.

The AMA NSW Doctors-in-Training Committee have written to the Ministry asking them to streamline the process.



## MORE INFORMATION

The [Public Hospital Medical Officers Award](#) and the NSW Health [Policy Directive – Payment to Medical Officers Undertaking a Clinical Appraisal Remotely](#) provide information on Remote Clinical Appraisals.

This information is for general guidance only and should not be used as a substitute for obtaining specific assistance or advice. AMA (NSW) will not be liable for any decision made or action taken in reliance on the information in this document. The information included in this document was collated citing the Public Hospital Medical Officers (State) Award 2023 and NSW [Health Policy Directive PD2014\\_002 - Payment to Medical Officers Undertaking a Clinical Appraisal Remotely](#).



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