



## CPC/Qualicare – Our Services

### **PRECIS**

CPC/Qualicare (Qualicare) is the largest and most effective self-sustaining, Independent General Practitioner Network in the Western Cape Province since 1990. We are exclusively doctor owned and managed.

CPC/Qualicare's experienced consultants provide the vital link between your Practice, the Company and the Medical Industry.

### **VISION**

To be the pre-eminent Independent Practitioner Association in the Western Cape.

### **MISSION**

To provide Quality, Affordable, Sustainable, Equitable, Non-discriminatory healthcare to the primary Care patients of the Western Cape, through empowering our doctors, dentists and other medical practitioners and their practices with clinical, business and ethical knowledge, as well as up to date practice information and assistance.

### **CPC/QUALICARE OFFERS THE FOLLOWING MEMBER ADVANTAGES:**

#### **AREAS OF COVER**

Qualicare covers the entire Western Cape Province from Beaufort West in the North East to Lutzville in the North through Cape Town to Agulhas in the South, Plettenberg bay in the East and everywhere in between.

#### **QUALICARE CONSULTANTS**

We have 5 highly experienced staff contacting members daily and addressing their problems, from Medical Scheme late payments, difficulties with getting the right person to listen at Funder level, to the newest info on formularies, dispensing and algorithms. They currently contact all members regularly by phone or e-mail and once the pandemic is over will be back on the road, and face to face with our members again.

#### **QUALICARE NEWSLETTER**

Our 40-page electronic monthly edition is packed with relevant, crucial information on a variety of health issues. It is a confidential document for Qualicare members. We welcome articles and news from all our practitioners. The newsletter has a free classified section, which is available to members at no charge, to advertise for anything related to their practices like locums needed, staff vacancies, etc. We also allow non-members & companies to advertise in our newsletter or on our mass emails at a market related rate.

#### **[www.docweb.co.za](http://www.docweb.co.za)**

The Qualicare website is the most comprehensive communication tool and you have it at the click of a mouse. All relevant news and updates are readily viewable, forms and legal contracts are available as downloads.



### [www.qualicaredoctors.co.za](http://www.qualicaredoctors.co.za)

The Qualicare doctors website is a lookup tool for patients looking for a new or existing doctors, dentists and other medical professionals in their area. You are encouraged to advertise your practice address, hours, terms and conditions, areas of special interests etc. Currently, it is free to members to list on the site. Commercially, it is worth approx. R6,500.00 per year, and is offered to you at no charge as a Qualicare member. Contact your QualiCare Consultant for assistance completing the application forms.

### MASS E-MAILS

We distribute essential information (with your consent upon joining) via mass e-mail. We use mass email which is a fast and cost-effective form of communication between the IPA and our members. We also offer our Shareholders and Members a free mass email advertising service to find locums or advertise. We strive to keep you informed at all times but rely on you to log onto your computer and onto [www.docweb.co.za](http://www.docweb.co.za) daily. Qualicare will only e-mail you important matters and will never clutter your e-mail with unnecessary spam. You are reminded to set your firewall accordingly.

### FACEBOOK

QualiCare is on Facebook – follow us and make comments – follow the link to our page [www.facebook.com/CPC-Qualicare-101129665098519/](https://www.facebook.com/CPC-Qualicare-101129665098519/)

**FREE PRACTICE STATIONERY** (currently 300 sheets per month – subject to availability)

Qualicare supplies its doctors with free stationery, including prescription pads, sick certificates, referral pads and appointment cards per month. The commercial value of this is currently more than R300.00 including VAT/month and represents a significant saving to your practice, offsetting membership fees by over 70%. **Qualicare offers extra stationery at well below market related cost.**

### OPEN DAYS

Annual Open Days have been held F2F at Bellville, George and Worcester. These have now become virtual because of Covid-19. They are the highlight of our yearly calendar and are exceptionally well supported by the doctors and the pharmaceutical industry. Members currently enjoy an approximate 45% reduced fee (this can vary) on our open day related readings. We aim to provide 70% to 80% of your annual CPD at our conferences in a fun virtual or F2F environment.

### STANDARD PATIENT REGISTRATION FORM (POPI COMPLIANT)

Standard patient registration forms have been devised which include the most relevant information from each new patient who registers with your practice. This information will greatly reduce your bad debt risk as well as assist you in keeping track of your patient's whereabouts, see [www.docweb.co.za](http://www.docweb.co.za)



## **PRACTICE ASSISTANCE**

CPC/Qualicare assists the practices with maintaining and registering difficulties with HPSCA, BHF, Dispensing licenses and reminders of payments and fees, as well as retention of licences.

## **IMPORTANT DOWNLOADS**

The Qualicare website, [www.docweb.co.ca](http://www.docweb.co.ca), possesses very important generic downloads including:

- Specimen Locum Contract
- Specimen Employee/Employer Contract
- COIDA forms
- PMB Benefits
- **PMB Algorithms** (extensive documentation – you will be redirected to the CMS website)

## **CPD**

Qualicare is committed to assist doctors in obtaining their required CPD points. By attending our CME evenings throughout the year as well as the CME Open Day you are offered at 70% to 80% of the requisite points for the year by way of attendance and provision of downloads with 'articles & questions'.

Prior to Covid 19, we ran 3 major CPD Accredited Conferences and hope to commence these again in 2022.

## **MEDICAL SCHEME INFORMATION SHEETS**

Qualicare compiles annual “summary sheets” to inform members (who do not yet charge cash) of the amounts of reimbursement that the different medical schemes offer at the beginning of each year, when price confusion usually reigns.

IPAF (of which Qualicare is a foundation member) compiles these tariffs from advice received from Funders. Neither Qualicare, nor IPAF negotiates, accepts, or prescribes tariffs. It is each individual members prerogative to decide on their own tariffs and or contracts.

## **POINT OF SERVICE MACHINES:**

Ambulatory 24hr Blood Pressure Machines - These ABPMs are available, free to members on a 1-month loan basis to any Qualicare members to run Awareness Programs in their practices, thereby attracting extra feet through the doors whilst serving the public and broadening their services.

Currently Qualicare can organise Glucometers for doctors to give to their patients. Should you need machines, you can contact your consultant who will organise for machines to be dropped at your practice. This however depends on supplies and is not guaranteed.

## **MEDICAL FUNDER LIASON**

Through constant negotiations, Qualicare has secured sound working relationships with numerous funders and administrators including Discovery, Medscheme schemes: GEMS: All options, AECl, Bonitas, BMW, MB Med, Medshield, Medihelp and others are in the pipeline.



### **MANAGED CARE CONTRACTS: PERUSAL OF**

Qualicare possesses the skill to analyse managed care contracts in detail. All members are encouraged to approach us before signing any new managed care contracts to ensure that you are maximally protected from shady small print. Please be advised to send your contracts to the CPC/Qualicare Office for a free non-binding opinion.

### **MEDICAL SCHEME DEFAULT PAYMENTS**

Qualicare consultants have vast personal experience with the internal workings of the medical scheme payment mechanisms. Paid up members are welcome to submit problem accounts to us in batches for elucidation and submission to key persons within funder organizations. We have achieved remarkable results for doctors who have battled with their medical scheme reimbursement.

### **CONTRACTING WITH FUNDERS**

Qualicare abides by the HPCSA ethical regulation of “All Willing Providers”. Our members are therefore fully entitled to all of the CPC contracts and benefits. Medical aid contracts are, of course, available to non-members, however they do not enjoy the support of the consultants, nor of the IPA and its infrastructure in liaising with the funders in a very complicated market.

### **PEER-TO-PEER INTERVENTION/MENTORING**

Peer-To-Peer Mentoring, Management, Peer evaluation and Peer Review are an integral part of the services we offer our members. Our Peer Mentor Officers have been instrumental in assisting doctors with all aspects of the review process over the past 3 years. Qualicare practitioners are highly rated in peer activity. We will assist you should your practice fall out-side of National norms, should you wish us to be involved.

### **PERFORMANCE BASED RE-IMBURSEMENT (PBR)**

Pay for Performance (P4P)

Qualicare continues (via the SAMCC and IPAF) to interact with Medical Schemes which offer enhanced fees for Performance Based Reimbursement Models. We have your interest at heart to ensure FAIR PEER PROFILING AND PEER REVIEW. Qualicare leads the field in FAIR PEER to PEER management.

### **IPA FORUM**

Qualicare is a founder member of the IPA Forum with Medscheme and is a source of contracts for all Medscheme schemes.

### **FPAB**

Qualicare has a representative on the Family Practitioners Advisory Board of Discovery Medical aid (FPAB) at which numerous problems are raised and highlighted for Discovery to redress.



### **IPA FOUNDATION (IPAF)**

Qualicare through its membership of the SAMCC is one of the founder members of the IPA FOUNDATION, established to harmonise Value, Cost, Quality via Profiling, Peer Review, Augmented consultation fees and Network Management.

### **MANAGED CARE**

Qualicare has been involved in the roll out of most managed care initiatives in the Western Cape Province. Interaction with Qualicare and our consultants ensures that your practice remains up to date with the latest requirements from managed care and offers direct liaison with the MCOs via your Qualicare consultants.

### **MEETING FACILITATION**

CPC offers the facility of communicating to doctors in the event of important meetings arranged by the commercial sector.

### **NHI**

The CPC/Qualicare Network of GPs will be the natural choice for Provincial and National NHI initiatives. We remain up to date with analyses of NHI, the Medical Schemes Amendment Act and the Health Market Inquiry (HMI)

### **PROMOTIONS AND LAUNCHES**

CPC/Qualicare is frequently used by a variety of companies to launch new products. IPA membership ensures the latest information will reach you as well as invitation to social functions. Pharmaceutical Companies are assured that their notices for the meetings will go out through Qualicare approved channels thereby vastly improving the compliance of the receiving entity.

### **PUBLIC PRIVATE SECTOR INTERFACE**

Qualicare is closely allied to all General Practitioner State PPP initiatives, most recently the Silver Command of the Western Cape Health Dept dealing with Covid 19 and vaccine rollout. We are fully apprised of the latest developments in governmental processes involving Family Practitioners and future PPPs.

### **WHOLESALERS OF CHOICE**

Qualicare is actively involved in assisting doctors with opening accounts with Norpharm. Our consultants offer a conduit for any problems you may experience at Norpharm. Norpharm also runs regular OTC specials for Qualicare Members.

### **BUSINESS MANAGEMENT SEMINARS**

CPC/Qualicare runs interactive business seminars for doctors, their receptionist, practice managers and any other interested parties in the various medical fields, as and when required.



## **IPWIS**

Should you have difficulty registering with IPWIS or remaining IPWIS compliant, our consultants have contacts with IPWIS and are able to assist you.

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