

NSW Health

# Information and Welcome Pack

For Visiting Medical Officers

14 April 2025

[www.health.nsw.gov.au](http://www.health.nsw.gov.au)



# Welcome Letter

Congratulations on your (re)appointment as a Visiting Medical Officer (VMO). As one of our senior doctors, you play a very important role in the provision of care to our patients and as a member of our clinical team. Your contribution as a clinical expert, supervisor, teacher and mentor is greatly valued.

The purpose of this document is to provide you with additional information on some key NSW Health policies, and a range of important practices, policies, processes and expectations applicable in your Local Health District or other Public Health Organisation (PHO). While some aspects are included in your contract of appointment, the following are also important to both the culture and the operations of our clinical services.

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## NSW Health expectations

The CORE set of values are used to inspire positive interactions in the workplace: Collaboration, Openness and Respect in the workplace is encouraged to create a sense of Empowerment for people to use their knowledge, skills and experience to provide the best possible care to patients and their families and carers.

- Participate in individual performance reviews will occur each year in accordance with the Ministry of Health and Local Health District policies.
- Where applicable contribution to your Department's research is important, through:
  - Contributing data
  - Participating in clinical trials
  - Sharing studies

### Supervision and Teaching (where applicable):

- Where you are responsible for inpatient care and/or consultation services, it is envisaged that routine ward rounds will be conducted during the normal working hours of your junior medical staff.
- You will need to ensure appropriate medical records are documented and there is appropriate handover of actions required to nursing staff or others rostered on at the time of the round.
- As part of your supervision and teaching role, feedback to trainees and junior medical staff is to be constructive, evidence based and given in an appropriate and collegial manner.
- Participation in ensuring your Department provides an environment suited to undergraduate and postgraduate training is part of this. This may involve preparing for, and participating in, reviews of training facilities by relevant training authorities and specialist medical colleges.

### Provision of care

- We want you to work cooperatively and collegially to achieve the common goal of patient safety, putting the needs of our patients and your Department at the forefront.
- Where practice rooms are maintained it is desirable that these will be local to the hospital to enable discharged patients to access local services.
- Morbidity and Mortality Meetings and Multi-Disciplinary Team Meetings are important for patient care and it is expected that you will attend these meeting on a regular basis.
- In relation to maintaining professional standards and quality of care, any concerns or complaints are to be escalated through reporting pathways established by your Department, the Hospital and the Local Health District.

## **Mandatory training**

- All Mandatory Training modules, as designated for Medical Practitioners, are to be completed.
- PHOs will provide opportunity for VMOs to undertake mandatory training within paid time.
- For more information on mandatory training visit: <https://www.heti.nsw.gov.au/education-and-training/my-health-learning/mandatory-training/>

## **Generally Expected Conduct**

- Compliance with the Code of Conduct is mandatory.
- Patients, other members of staff, and other visiting practitioners are to be treated with courtesy and respect.
- There is no tolerance for bullying, harassment, discrimination or undermining the professional standing of colleagues. Compliance with the culture of zero tolerance for bullying, harassment or discrimination against students and trainees is required.

## **Safety Culture**

- We place high importance on the work health and safety of all workers, patients and visitors. It is important that you maintain awareness of your own safety and your colleagues' safety.
- There is an expectation that all VMOs participate in and contribute to safety and quality activities.

## **Insurance**

- VMOs and Honorary Medical Officers (HMOs) must, prior to commencing work, provide evidence of indemnity cover for any private work they may undertake or be required to undertake by a public health organisation, at public health facilities including as part of an on-call roster.
- NSW Health and Treasury Managed Fund (TMF) provide medical indemnity for public patient and private paediatric inpatient cover to all VMOs and HMOs who have a current, valid service contract with a public health organisation. TMF medical indemnity coverage is available to VMOs providing service as an individual practitioner or through their practice company. TMF may also provide insurance cover for private patients in certain circumstances. Public liability Insurance and professional indemnity insurance is required for all VMO practice companies.
- As independent contractors, VMOs should seek professional advice regarding other applicable insurances for contractors, including but not limited to insurance for workplace accident and injury.

## **Private inpatients**

- All eligible persons have the choice to be treated as either public or private patients in NSW public hospitals whether they hold private health insurance or not. Where the patient elects to be treated as a private patient it is hospital staff's responsibility to promptly inform you of the election so that arrangements may be made.
- Time spent attending to private patients may not be billed to the Local Health District
- The VMO is responsible for applying for a location Medicare Provider Number which is ordinarily required for the billing of private patients
- The VMO may choose to 'no gap' private patients or charge an out-of-pocket fee, and may wish to notify hospital administration of their preference with respect to private emergency patients. It is the VMO's responsibility to register with Private Health Insurers' gap schemes should they wish to 'no gap' private patients.

## **Non-Inpatient services (outpatients)**

- You may elect to enter into a standard licence agreement with the PHO to provide privately referred non-inpatient services to patients. Participation is voluntary.

## **Dispute Resolution**

- In the first instance, it is generally best to raise issues related to your VMO contract with your supervisor or Director of Medical Services.

## **Payment for Services**

- VMOs must claim for payments using the VMoney system. For more information go to: <http://www.ehealth.nsw.gov.au/programs/corporate/vmoney>
- VMO claims are expected to be submitted regularly for payment consistent with the VMO Determinations.
- Claims delayed by more than 12 months may be subject to discounting provided requisite notice is given by the Local Health District consistent with the VMO Determinations.

## **Reference Sheet**

The attached Reference Sheet provides information and links to other significant clinical policies, procedures and practices with which you should become familiar.

If you need any clarification about your role or our expectations, please do not hesitate to contact your hospital/service Director of Medical Services and/or General Manager.

# VMO Reference Sheet

Below are references to a selection of policies, procedures, guidelines and other tools to assist VMO orientation. Some policies have associated procedures or guidelines, and PHOs may have developed specific implementation guides. To access the full range of local documents please visit the '**Policy, Procedure and Guideline (PPG) Directory**' (or equivalent) on your PHO's website.

VMOs should review policies at reappointment as they are regularly updated.

## NSW Health Policies, Procedures & Guidelines

### Clinical handover:

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2019\\_020.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2019_020.pdf)

### Clinical Procedure Safety: PD2017\_032

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2017\\_032.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2017_032.pdf)

### Code of Conduct: PD2015\_049

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2015\\_049.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2015_049.pdf)

### Complaint Management Policy: PD2020\_013

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2020\\_013.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2020_013.pdf)

### Complaint Management Guideline:

GL2020\_008

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/GL2020\\_008.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/GL2020_008.pdf)

### Managing Complaints and Concerns about

Clinicians: PD2018\_032

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2018\\_032.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2018_032.pdf)

### Consent to medical treatment:

<https://www.health.nsw.gov.au/policies/manuals/Pages/consent-manual.aspx>

### Coroners Cases and the Coroners Act 2009:

PD2010\_054

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2010\\_054.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2010_054.pdf)

### Organ and Tissue Donation, Use and

Retention: PD2024\_022

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024\\_022.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024_022.pdf)

### Using Resuscitation Plans in End of Life

Decisions: PD2014\_030

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2014\\_030.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2014_030.pdf)

### Health Care Records - Documentation and Management: PD2012\_069

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2012\\_069.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2012_069.pdf)

### Infection Prevention and Control in

Healthcare Settings: PD2023\_025

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2023\\_025.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2023_025.pdf)

### Incident Management: PD2020\_047

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2020\\_047.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2020_047.pdf)

### Medication Handling: PD2022\_032

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2022\\_032.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2022_032.pdf)

### Open Disclosure: PD2023\_034

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2023\\_034.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2023_034.pdf)

### Prevention and Management of Bullying in

NSW Health: PD2021\_030

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2021\\_030.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2021_030.pdf)

### Prevention of Venous Thromboembolism:

PD2024\_045

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024\\_045.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024_045.pdf)

### Recognition and management of patients who are clinically deteriorating:

PD2020\_018

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2020\\_018.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2020_018.pdf)

### Resolving Workplace Grievances:

PD2016\_046

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2016\\_046.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2016_046.pdf)

### Elective Surgery Access: PD2022\_001

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2022\\_001.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2022_001.pdf)

### Visiting Medical Officer (VMO) Claims

Auditing: PD2024\_032

[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024\\_032.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024_032.pdf)

## PHO Policies, Procedures & Guidelines

[Reserved for PHO to insert relevant document titles and links]

### Determination, Indemnity Contract, Performance Review

**Visiting Practitioner Appointments in the NSW Public Health System:** PD2016\_052  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2016\\_052.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2016_052.pdf)

**Credentialing & Delineating Clinical Privileges for Senior Medical Practitioners & Senior Dentists:** PD2019\_056  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2019\\_056.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2019_056.pdf)

**Occupational Assessment, Screening and Vaccination against Specified Infectious Diseases:** PD2024\_015  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024\\_015.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024_015.pdf)

**Visiting Medical Officer (VMO) Performance Review Arrangements:** PD2011\_010 (also see local policies)  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2011\\_010.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2011_010.pdf)

**Professional Support for Regional Practitioners:**  
[http://www.health.nsw.gov.au/careers/conditions/A\\_wards/FeeforServiceDetermination.pdf](http://www.health.nsw.gov.au/careers/conditions/A_wards/FeeforServiceDetermination.pdf) and  
[http://www.health.nsw.gov.au/careers/conditions/A\\_wards/SessionalDetermination.pdf](http://www.health.nsw.gov.au/careers/conditions/A_wards/SessionalDetermination.pdf)

**Remuneration - Visiting Medical Officers:**  
<https://www.health.nsw.gov.au/careers/conditions/P ages/V.aspx>

### Visiting Medical Officer - Model Service Contracts

- [Fee-For-Service Contract - Rural Doctor Package Hospitals](#)
- [Form of Fee-For-Service Contract with Practice Company - Rural Doctor Package Hospitals](#)
- [Model Fee-For-Service Service Contract](#)
- [Model Fee-For-Service Service Contract - Practice Company](#)

## Private Patient Billing

**Admitted Patient Election Processes:** PD2021\_046  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2021\\_046.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2021_046.pdf)

**Medicare Billing for Privately Referred Non- Inpatient Services in NSW Public Hospitals:** PD2024\_035  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024\\_035.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/PD2024_035.pdf)

**Standardised Licence Arrangements for VMOs Providing Private Non Admitted Services:** GL2009\_008  
[https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/GL2009\\_008.pdf](https://www1.health.nsw.gov.au/pds/ActivePDS/Documents/GL2009_008.pdf)

## Other Useful Links

**Australian Safety and Quality Commission:**  
<https://www.safetyandquality.gov.au/>

**NSW Health Policies and Guidelines:**  
<http://www.health.nsw.gov.au/policies/Pages/default.aspx>

**NSW Medical Council:**  
<https://www.mcnsw.org.au/>

**Australian Health Practitioners' Regulation Agency (AHPRA)**  
[www.ahpra.gov.au](http://www.ahpra.gov.au)

**Clinical Information Access Portal (CIAP)**  
<http://www.ciap.health.nsw.gov.au/index.html>

**The Clinical Excellence Commission (CEC)**  
[www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au)

**Workplace Culture and Staff Experience**  
<https://www.health.nsw.gov.au/workforce/culture/Pages/default.aspx>

## Further Information

[Reserved for PHO to insert further relevant information as needed]

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**NSW Health**

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