

Reduce Administrative Burden

Family doctors spend



per week doing administrative tasks, some of which are low value. This time would be better spent on patient care. Completing administrative tasks is also a major contributor to physician burnout, compromising recruitment and retention.

Recommendations

- → Eliminate or streamline burdensome paperwork requirements for federal forms
- → Expand effective referral solutions
- → Introduce legislation prohibiting reliance on family doctors for sick notes and access to insurance benefits



Key Solutions

Eliminate or streamline paperwork requirements for federal forms

- → The federal government's Disability Tax Credit form (DTC) and Canada Pension Plan Disability Benefit (CPPD) form are flagged as major contributors to family physicians' administrative burden
 - The <u>DTC form</u> can take up to an hour to complete, which amounts to over

1,000,000



lost patient visits a year

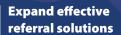
 The CPPD form can take up to 50 minutes on average to complete, which amounts to over



lost patient visits a year

- → Reform the DTC:
 - Remove the legislative requirement for family doctors to complete the DTC form
 - Develop a citizen-focused process, with verification through an auditing system to prevent fraud
- → Streamline the CPPD form:
 - Digitize, simplify, and reduce redundancy in the form
 - Ensure fair compensation for completing governmentmandated forms or shift the responsibility for these forms away from community-based family doctors to government agencies

Support provincial/territorial legislation on reducing reliance on sick notes and other third-party forms



→ Upscaling proven provincial successes, such as the Pathways BC tool, on a national level can enhance the efficiency of referrals

→ Canadians made

sick note requests over the last year

→ Support provincial/territorial legislative efforts limiting employers from requiring sick notes for minor illnesses/short absences, as seen in Nova Scotia and Ontario. In addition to limiting sick notes, Quebec is also reducing administrative burden by prohibiting third-party payers (insurers and benefits administrators) from requiring unnecessary medical services for reimbursements.



Please reach out to healthpolicy@cfpc.ca with comments or questions.