



# Reduce Administrative Burden

Family doctors spend

**10 to 19**  
HOURS

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 **DTC form** 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

**238,000**

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 government-mandated forms or shift the responsibility for these forms away from community-based family doctors to government agencies



### Expand effective referral solutions

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

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

**12.5 million**

- 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.

