

## We are Open Guidelines

These Guidelines outline the expectations and responsibilities of participating healthcare providers ("Provider") in the *We are Open* program run by Country to Coast Queensland (CCQ).

By enrolling in the program, the Provider agrees to the following guidelines:

1. **Activation** – The Provider agrees to await notification from CCQ to activate and confirm hours of operation that will be reimbursed before extending practice hours.
2. **Communication of operation hours** - The Provider grants permission to CCQ to communicate the extended operating hours and availability of their services to evacuation centres, local emergency management groups, Health and Hospital Services, emergency departments, and other entities involved in emergency and relief efforts.
3. **Acceptance of new patients** - The Provider agrees to accept new patients affected by the emergency during the extended operating hours as part of the *We are Open* program.
4. **Billing Structure** - The Provider will charge patients the same bulk billing and fee structure for services provided during extended hours as they do for regular weekday fees.
5. **Program duration** - The Provider acknowledges that participation in the *We are Open* program is voluntary and the length of participation will be determined by CCQ based on the needs outlined by Local Disaster Management Groups and other emergency service agencies.
6. **Compliance and applicable laws** - The Provider agrees to comply with all relevant local, state, and Commonwealth laws and regulations in the delivery of healthcare services under this program.
7. **Confidentiality** - The Provider agrees to maintain the confidentiality of patient information and abide by all applicable privacy laws and regulations.
8. **Termination of participation** - Either party may terminate the Provider's participation in the program by providing written notice to the other party. The termination will take 2 business days to come into action.
9. **Data Collection** - The Provider agrees to collect and maintain basic data on service utilisation during the additional opening hours as required by CCQ for program evaluation and reporting purposes. CCQ recognises collecting data in disasters is difficult and not always possible. The only data requested will be;
  - How many people accessed the service during the extended hours.
  - A summary of the primary requirements of patients/customers during the extended hours e.g.
    - Emergency medical care
    - Prescriptions for existing health conditions
    - Immunisations
    - Mental health referrals and support
    - Referral Services
    - Telehealth Consultations
    - Access to over-the-counter medication and healthcare supplies
10. **Note:** Participation in *We Are Open* does not constitute engagement to deliver clinical services beyond extended hours in their usual place of business unless a separate agreement under CCQ's Standard Terms and Conditions is executed.

By submitting the *We are Open* enrolment form, the Provider acknowledges that they have read, understood, and agreed to these Guidelines.