



NEWFOUNDLAND AND LABRADOR
MEDICAL ASSOCIATION

NLMA Membership Guide

*Providing valuable services
to our members*



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Introduction

Who We Are

The Newfoundland and Labrador Medical Association (NLMA) is a not-for-profit professional organization funded primarily by its members and governed by elected physicians who represent the physicians of Newfoundland and Labrador, Canada.

The NLMA represents the political, clinical and economic interests of the province's medical profession. As the representative for physicians in contract negotiations, it is committed to negotiating competitive compensation and benefits for members. It also advocates on behalf of all patients for a fair and equitable health care system.

The provincial *Medical Act, 2011* legislation requires that all practicing physicians hold membership in the NLMA as a condition of licensure with the College of Physicians and Surgeons of Newfoundland and Labrador. Residents, students enrolled at Memorial University's Faculty of Medicine and retired physicians are also eligible for membership in the Association.

The NLMA is governed by its members, who meet each year for the annual general meeting. Between meetings of the general membership, the Board of Directors acts as the NLMA's governing body, and exercises the rights and powers of the Association. The Board of Directors is elected by the general membership. There is also an extensive committee structure. The day-to-day work of the Association is conducted by a staff of 10 at NLMA House in St. John's.

Our Vision

A healthy population and equitable access to excellent health care.

Our Mission

To represent and support a united medical profession and provide leadership in the provision of excellent health care in Newfoundland and Labrador.

Our Values

- **Excellence** We strive to be the best in everything we do for physicians and their patients, and we are committed to continuous learning and improvement.
- **Professionalism** We strive to unite physicians around the fundamental tenets of high quality standards, patient safety, professional autonomy, accountability, responsiveness and physician health and well-being.
- **Integrity** We uncompromisingly adhere to the highest ethical standards and honesty in representing our members and conducting our business.
- **Compassion** We foster an individual and corporate culture of caring for physicians, their patients and each other.
- **Cohesiveness** We strive to bring together diverse communities of interest in the pursuit of common goals.
- **Equity** We seek fairness and balance among physicians, physician groups, and with other health care stakeholders.

Membership

For a physician licensed by the College of Physicians and Surgeons of Newfoundland and Labrador (CPSNL; Full or Provisional category), membership in the NLMA is required as a condition of the *Medical Act, 2011*. To avoid late payment charges or potential disruptions in your license, please apply for NLMA membership within one month of CPSNL licensure.

For a student enrolled in a Canadian medical school, a resident enrolled in a post-graduate program at a Canadian medical school (or the CSAT program), or a retired physician, your membership in the NLMA is optional. However, membership is required to access the services of our partners (Canadian Medical Association, MD Financial Management, OMA Insurance, TD Insurance, etc.).

The NLMA also encourages you to join the Canadian Medical Association. CMA membership provides you with access to valuable products and services carefully chosen to help you through medical school and residency and to optimize your practice and your provision of patient care. The CMA is also your voice at the national level advocating for an improved medical education system, innovation in the health care system, and policies that support a healthy population and a vibrant medical profession.

Categories

Membership categories are determined by a member's status when applying, and subsequently by their status on January 1. Membership renewals are distributed in December and are due by February 15.

- **Full** Any physician licensed in the Full or Provisional categories of the College of Physicians and Surgeons of Newfoundland and Labrador, or any physician in the Canadian Armed Forces.
- **Sick Leave** Any Full category member currently not practicing due to health reasons.
- **Sabbatical** Any Full category member currently not practicing due to a sabbatical leave.
- **Parental Leave** Any Full category member currently not practicing due to pregnancy, birth or adoption, to a maximum of one year from the date of birth or adoption.
- **Student** Any member enrolled in a Canadian medical school.
- **Resident** Any physician enrolled in a post-graduate program at a Canadian medical school, or the Clinical Skills Assessment and Training (CSAT) program.
- **Retired** Any physician fully and permanently retired from practice.
- **Non-resident** Any member residing outside Newfoundland and Labrador.
- **Honorary Life Member** Any member who has been awarded the NLMA or CMA Honorary Life Membership Award.
- **Locum** No longer offered; see Full category (prorated monthly).
- **Part Time** Not currently offered; see Full category.

Please contact Suzan Izquierdo, Membership Administrator, at (709) 726-7424 (318), (800) 563-2003 (318), or sizquierdo@nlma.nl.ca, or visit www.nlma.nl.ca/nlma/membership. For CMA, please contact the CMA Membership Service Centre at (888) 885-2555 or cmamsc@cma.ca, or visit www.cma.ca.

Physician Representation

Negotiations & Compensation

The NLMA is the exclusive negotiator for all physicians providing medically insured services in Newfoundland and Labrador. As the representative for physicians in negotiations with the provincial government, the NLMA believes that all physicians, regardless of practice type or mode of payment, should be given appropriate supports and resources to achieve balance between professional obligations and personal responsibilities. The NLMA serves members', as well as the public interest, when the terms and conditions of physician employment, compensation, support and benefits have the strength to attract and retain the right complement of physicians in the province to ensure high quality and stable medical services. NLMA staff will also help members interpret the payment schedule and provide advice on rates for non-insured services.

Employer Relations

The NLMA can represent physicians with regional health authorities. Before signing a job description or an employment contract with your health authority or other employer, the NLMA advises you to avail of our contract review service beginning with a preliminary (non-legal) review by NLMA staff. It is recommended that physicians also retain a lawyer for a legal review; legal fees are the responsibility of the physician.

Electronic Medical Records

The NLMA has a Memorandum of Understanding with the Department of Health and Community Services and the Newfoundland and Labrador Centre for Health Information on the governance and cost-sharing of *eDOCSNL*, the provincial electronic medical record (EMR) program for physicians. The program is co-governed by the EMR Management Committee, composed of representatives equally appointed by the NLMA and the Department. TELUS Health Provider Solutions delivers the provincial program with its Med Access EMR product. Program fees are split with 70 per cent of costs funded by the Department and 30 per cent paid by individual physicians. The monthly fee is highly competitive with other EMR systems, but with the added benefits of robust integration with the provincial electronic health record (EHR), and comprehensive support for physicians' practices. When fully integrated with the provincial EHR, *eDOCSNL* will allow physicians to access information from the Provider Registry, the Client Registry, laboratory results, medical imaging, patient encounters (ADT), and community medication profiles available from the Pharmacy Network.

Please visit www.edocsnl.ca.

Family Practice Renewal

The Family Practice Renewal Program (FPRP) is co-governed by the Family Practice Renewal Committee (FPRC), which has equal appointees from the NLMA and the Department of Health and Community Services. FPRP will design new programs and initiatives, and establish regional Family Practice Networks (FPNs) that will be physician-governed non-profit corporations. One of the most important functions of the FPNs will be to participate on Collaborative Services Committees with senior managers in regional health authorities to identify and solve problems facing family medicine in each region. The decisions of these committees will be made by consensus, thereby giving real influence to family physicians at the regional level.

Please contact FPRP at (709) 726-0118 or fprp@nlma.nl.ca.

Advocacy

Government Relations

The NLMA makes sure physicians' concerns are heard by government decision-makers. NLMA representatives meet with elected officials to provide advice on medical and political issues that help advance the profession's objectives with government. Government relations efforts are further enhanced through the Physician Services Liaison Committee (PSLC), a forum through which the NLMA leadership and senior government officials engage in addressing important issues, resolving problems of mutual concern and ensuring oversight of the Memorandum of Agreement.

Public Health Advocacy

By profiling issues of concern and responding to legislative changes or actions, the NLMA voices physicians' views on matters that have an impact on the health of patients in Newfoundland and Labrador or on physicians' ability to provide quality and timely care. The NLMA is committed to consulting with members on all issues of importance to ensure the Association is speaking with authority on a health care system that is constantly demanding more from its physicians.

Media Relations

The NLMA keeps the public informed on health issues that matter to physicians. Communications staff are dedicated to community and media relations in order to provide accurate and balanced information to the public. The NLMA also conducts opinion polling with physicians and the public on the province's health care system. If a physician is contacted by the media or wants to contact the media directly, the NLMA's communications staff can provide media relations advice on getting the message out to patients and the community.

Community Relations

The NLMA is dedicated to enhancing public image and promoting physician points of view with awareness campaigns directed to patients and the public. The NLMA also promotes positive legislation to elected officials. The Association has entered into a number of collaborative relationships with government agencies and allied health care and patient advocacy groups who share common objectives or where the relationship is mutually beneficial.

Leadership & Member Involvement

Annual General Meeting

The NLMA annual general meeting (AGM) is held each June and provides members with the opportunity to attend in-depth sessions on issues that matter to physicians and to bring forward and debate resolutions that help guide the Board of Directors to set policy.

The AGM also provides members with the opportunity to receive reports from the executive director, the president, committees, and the auditor. The *Annual Report* is also available on the NLMA website. The AGM includes an NLMA and CMA honorary life membership awards ceremony and installation of the NLMA president.

Board of Directors

Board members and officers are elected annually by eligible voting members (practicing, retired, and residents) and directors represent all specialties, payment modalities and regions of the province. NLMA members are represented at the national level with an NLMA representative on the CMA Board of Directors. The CMA represents 12 provincial and territorial medical associations that unite at the national level to more effectively handle issues common to all.

Opportunities to Share Expertise and Input

Members can lend their expertise to the Association by participating on committees, which provide recommendations to the Board of Directors on such issues as compensation and negotiations, health promotion, information technology, physician wellness and more. Visit the Governance section of the NLMA website for a complete list of NLMA committees.

President's Tour

Every year, the newly-elected NLMA President tours the province to meet with physicians in their own communities. It is an excellent opportunity to meet the president and discuss priorities. The president also meets with residents and medical students at least once a year, and joins NLMA staff at the orientation sessions at Memorial University's Faculty of Medicine.

Resident and Student Involvement

Newfoundland and Labrador medical students and residents are represented by their associations and are also represented on the NLMA Board of Directors. The Professional Association of Residents of Newfoundland and Labrador (PARNL) and the Medical Students Society (MSS) at Memorial University each have one representative on the NLMA Board of Directors.

Products & Services

NLMA Physician Care Network

The NLMA Physician Care Network (PCN) is committed to providing physicians with health programs that offer health promotion, prevention and crisis intervention services related to the physical and mental health of physicians. Dr. Susan King is the Medical Director for the PCN and is responsible for managing the Association's physician health programs, as well as the policies and procedures that govern the PCN.

Please contact Dr. Susan King, Medical Director, at (709) 726-6610, (844) 231-4581, or medicaldirector@nlma.nl.ca.

inConfidence

The NLMA is proud to sponsor the *inConfidence* Employee and Family Assistance Program for the members of NLMA and their immediate family, including spouse and dependent children. *inConfidence* is a confidential resource program available 24/7 to help you and your dependents manage personal issues at work or at home. The *inConfidence* program is provided by Medavie Blue Cross and counselling and information services are provided by Ceridian Canada. There is a choice of skilled and highly-trained counsellors available to you and your immediate family in your community, in a neighbouring community, by telephone or online. Work/life consultants are also available to offer support with a wide variety of issues. In addition, the *inConfidence* website offers you and your family extensive educational resources, podcasts, online seminars and more. The NLMA takes your privacy seriously and assures you of the privacy and confidentiality of the *inConfidence* program. All reports, client information and counselling are protected.

Please contact inConfidence at (877) 418-2181 or visit www.myinconfidence.ca. To obtain your inConfidence website login information, please contact the NLMA at (709) 726-7424, (800) 563-2003, or nlma@nlma.nl.ca.

MDLink

MDLink is a program of the NLMA Physician Care Network that helps NLMA members gain access to primary care providers. **MDLink** can connect physician-patients with physician-providers in their own community or a neighboring community. Any member of the NLMA who does not have a family physician may participate in the **MDLink** program. You will get the names and contact information of several participating physician-providers. At your convenience, contact your preferred provider to make an appointment. When booking an appointment, indicate to the physician's receptionist that you are calling about the **MDLink** program. All NLMA members are strongly encouraged to avail of this program because by taking care of yourself, you will offer even better care to your patients. While we hope you will give us your contact information so that we can include you in future evaluation of the program, you can access the program with total anonymity.

Please contact Lynn Barter, MDLink Coordinator, at (709) 726-7424, (800) 563-2003, or mdlink@nlma.nl.ca.

Personal Insurance Programs

Life, Disability, Critical Illness, Health & Dental, and Professional Overhead Expense:

As a member of the NLMA you are eligible to apply for coverage with OMA Insurance. Whatever your insurance need, their non-commissioned team offers relevant insurance advice, service and solutions to meet the unique needs of physicians and their families, at every stage of your career. OMA Insurance provides complete solutions to protect your assets, protect your lifestyle and protect your business such as Life, Disability, Critical Illness, Health & Dental and Professional Overhead Expense insurance. Knowing the concerns you face at every stage allows OMA Insurance advisors to provide you with the best advice on what you need, when you need it.

Please contact OMA Insurance at (800) 758-1641 or info@omainsurance.com, or visit www.omainsurance.com.

Atlantic Benefits Program: Health, Dental, Critical Illness: In partnership with OMA Insurance, the NLMA offers an optional benefits program which addresses the needs of Atlantic-based physicians. This bundled plan consists of \$50,000 Group Critical Illness (CI) and Health or Health Plus. There is no medical evidence required for new NLMA members who enrol within ninety days of receiving their personalized offer. Members may also apply for optional coverage such as Dental, Dental Plus and additional Group CI for yourself and your spouse.

Please contact OMA Insurance at (800) 758-1641 or info@omainsurance.com, or visit www.omainsurance.com.

Home, Auto: Take full advantage of your NLMA membership with privileged access to the TD Insurance Meloche Monnex program, which provides savings through lower preferred insurance rates. You'll also enjoy the outstanding customer service you deserve, with knowledgeable representatives who are always ready to help. Did you know that a recent study conducted by TD Insurance Meloche Monnex showed that, on average, professionals who have home and auto insurance with them save \$400? They have been serving professionals like you for 65 years.

Please contact TD Insurance Meloche Monnex at (866) 745-2045, or visit www.tdinsurance.com/nlma.

Investment & Financial Services

The NLMA Group Registered Retirement Savings Plan (RRSP), administered by MD Financial Management, provides salaried members who are employees of the Government of Newfoundland and Labrador with a group RRSP. Contributions are based on bi-weekly contributions of five per cent by the employer and five per cent by the employee, deducted automatically from salary (subject to the yearly maximum contribution level). These contributions are forwarded directly to the NLMA Group RRSP and invested by MD Financial Management according to the physician's instructions.

Please contact MD Financial Management at (709) 726-2136 or (800) 229-1798, or visit www.mdm.ca.

Parental Leave

The NLMA Parental Leave Allowance provides partial income replacement for physician parents regardless of their payment modality, who take temporary leave following the birth or adoption of their child. Eligible fee-for-service (FFS) and alternative payment plan (APP) physician parents can apply to receive \$1,200 per week for a total of 17 consecutive weeks. FFS and APP physicians may also bill/earn up to \$1,500 per week while receiving the parental leave allowance in recognition that overhead costs for a private office may continue throughout the period of parental leave. For salaried physician parents, the allowance provides a “top up” to Employment Insurance parental leave benefits to a combined maximum of \$1,200 per week for a total of 17 consecutive weeks.

Please visit www.nlma.nl.ca/nlma/parental.

Scholarships & Bursaries

The Physicians’ Legacy Foundation of Newfoundland and Labrador is a registered charity administered by the NLMA and overseen by physicians. Each year, the generosity of donors provides scholarships and financial assistance to medical students attending Memorial University. Donors help ensure that medical education is accessible to deserving students regardless of their financial means. Members may donate at any time of the year. The simplest way to give is when you renew your NLMA membership. Look for the option to donate on your annual membership invoice.

Please visit www.physicianslegacy.ca.

Communications

The NLMA provides a range of electronic services with the goal of delivering membership services in a more effective, immediate and efficient manner. The *President's Letter* is published on a regular basis to keep members informed and up-to-date about emerging issues. Other bulletins and notices on upcoming events or information alerts on issues of interest to physicians are published on an as-needed basis. Members are notified of new and important items on the NLMA website and through the *NLMA Update*, delivered regularly to their e-mail inboxes. Members still receiving communications by postal mail are encouraged to subscribe to this effective and efficient delivery method. E-mail saves considerable time and resources and e-mail users are the first to receive NLMA news and updates.

The NLMA maintains two websites: the main NLMA website at www.nlma.nl.ca and the Physicians Legacy Foundation website at www.physicianslegacy.ca. Some items such as the Bylaws, events calendar, news releases and downloadable reports and papers are only available on the website.

Please visit www.nlma.nl.ca or www.physicianslegacy.ca.

Contacts

All enquiries regarding the NLMA may be made by contacting NLMA House at:

- 164A MacDonald Dr., St. John's, NL, Canada, A1A 4B3
- **Telephone** (709) 726-7424
- **Toll Free** (800) 563-2003
- **Fax** (709) 726-7525
- **E-mail** nlma@nlma.nl.ca
- **President** president@nlma.nl.ca
- **Web** www.nlma.nl.ca
- **Facebook** www.facebook.com/nlma.nl.ca
- **Twitter** [_nlma](https://twitter.com/nlma)

Departments/Programs

Clinical Stabilization Fund (CSF)

- Ms. Jean Cook, Clinical Stabilization Fund Project Coordinator

Communications Department

- Mr. Jonathan Carpenter, Director, Communications & Public Affairs
- Ms. Robyn Pike, Communications Coordinator

Electronic Medical Record (EMR)

- Ms. Lucy McDonald, Senior Advisor, Health Information

Executive Director's Office

- Mr. Robert Thompson, Executive Director
- Ms. Lynn Barter, Associate Executive Director

Family Practice Renewal Program (FPRP)

- Ms. Glenda Nash, Program Director
- Mr. Ian Hodder, Senior Program Consultant
- Ms. Paula Hanrahan, Practice Improvement Advisor
- Ms. Dawn Mason, Administrative Assistant

Health Policy & Economics Department

- Mr. Scott Brown, Director, Health Policy & Economics
- Ms. Tamie L. White, Senior Compensation & Benefits Analyst

Membership & Administration Department

- Mr. J. David Mitchell, Director, Administration & Membership
- Ms. Suzan Izquierdo, Membership Administrator
- Ms. Donna Osmond, Administrative Assistant

Physician Care Network

- Dr. Susan M. King, Medical Director



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Latest version available at www.nlma.nl.ca.