



Service Level Agreement
 Between
Peterborough Family Health Team
 And
***** Family Health Organization**
 for the period of April 1, 2016 – March 31, 2017

The following are a list of responsibilities (may not be all inclusive) and tasks that are required by the Peterborough Family Health Team throughout the year in exchange for the monthly funds (insert amt) that are flowed through to the Family Health Organization. The completion of these tasks allows the Peterborough Family Health Team to meet their requirements per the funding agreement with the Ministry of Health as well as our legal requirements as the employer of the FHT Allied Health Professionals.

Responsibility/Task	FHT Staff Involved	FHO Staff Involved	Timeframe
Monthly after hours statistics			Monthly
Budget tracking for AHP overhead money			Monthly
Tracking of AHP Transfer FTE re monthly transfer			Monthly
After hours numbers			Monthly
Meet with FHT ED involving Medical Director and FHO leads as necessary			Quarterly
Ministry reporting info (including roster number, tracking of physician house call visits, number of patients served by NP's)			Quarterly
Participate as part of Operations Committee			Bi-Annually
On call schedule for Summer Holiday, Christmas/New years			Bi-Annually (June & November)
FHT AHP to attend minimum of one FHT/FHO meeting annually			Annually

Responsibility/Task	FHT Staff Involved	FHO Staff Involved	Timeframe
Minimum of one meeting annually with FHO and FHT executive team			Annually
Assist with the implementation of the FHT operational plan at the FHO level as identified			Annually
Annual Budget contribution			Annually
First point of contact for AHP concerns			As Required
Participate in AHP interviews			As Required
Set-up EMR and Computer Training			As Required
Ensure office is set-up			As Required
Provide site/FHO orientation to site, phone system etc.			As Required
Ordering of supplies for AHP			As Required
Ensure appropriate communication items are shared with all members of the FHT			As Required
Works with QIDS as required to fulfill data requests			As Required
Complete program planning template for all FHT funded programs			As Required
Create custom FHT Program forms for EMR			As required
Complete Foundation Funding requests			As required
Notification of new Family Physicians joining FHO			As Required
Notification of Retiring/Leaving MD			As Required
AHP Resolution of Concerns			As Required
IT Security/Privacy			As Required

The parties agree that the above services will be provided per the timeframes indicated.

FHO Lead

FHT Executive Director