



Disputes About the Professional Conduct of a Contracted Medical Practitioner Engaged Under a Medical Services Agreement Policy

1. Purpose

This policy establishes the process by which each Health Service Provider will exercise its rights and obligations to enforce the terms of a Medical Services Agreement relating to the professional conduct of a Contracted Medical Practitioner. The policy will ensure contracted medical practitioners are afforded procedural fairness where disputes arise.

This policy is a mandatory requirement under the Integrity Policy Framework.

2. Applicability

This policy is applicable to Health Service Providers.

3. Policy Requirements

Health Service Providers must afford contracted medical practitioners' procedural fairness in dealing with disputes about professional conduct and when enforcing the terms of a Medical Services Agreement relating to the professional conduct of a contracted medical practitioner.

Investigations into the professional conduct of a contracted medical practitioner must be conducted by Health Service Providers in accordance with the Procedure for investigating matters relating to the professional conduct of a contracted medical practitioner which forms part of this policy.

4. Compliance Monitoring

Health Service Providers must maintain comprehensive records of all disputes about the professional conduct of a contracted medical practitioner. Health Service Providers must provide for systematic auditing of compliance with this policy as part of the Health Service Providers' internal audit plans. The System Manager will use the results of Health Service Provider compliance audits and records relevant to the administration of Medical Services Agreements to monitor compliance with and evaluate the effectiveness of the policy. The System Manager may also conduct audits into Health Service Provider compliance with the policy.

Health Service Providers must audit compliance with this policy for each investigation

into the professional conduct of a contracted medical practitioner conducted in the first 12 months of operation of this policy. Health Service Providers must complete each audit within one month of the completion of the investigation and provide the results of each audit to the System Manager via the policy owner within one month of completion of the audit. Health Service Providers must thereafter provide for systematic auditing of compliance with this policy as part of the Health Service Providers internal audit plans.

5. Related Documents

The following documents are mandatory pursuant to this policy:

- [Procedure for investigating matters relating to the professional conduct of a Contracted Medical Practitioner](#)

6. Supporting Information

The following information is not mandatory but informs and/or supports the implementation of this policy:

- N/A

7. Definitions

The following definition(s) are relevant to this policy.

- N/A

8. Policy Contact

Enquiries relating to this policy may be directed to:

Title: Director, System-Wide Integrity Services

Directorate: Office of the Director General

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9. Document Control

Version	Published date	Review date	Amendment(s)
MP 0083/18	9 May 2018	May 2021	Original version
MP 0083/18 v.1.1	29 May 2019	May 2021	Minor Amendment – Fixed broken links
MP 0083/18 v.2.0	30 August 2023	May 2021	Major Amendment – see below.
<ul style="list-style-type: none"> • Policy framework changed from Procurement to Integrity policy framework. • Policy owner changed from Director Legal and Legislative Services to Director System-Wide Integrity Services. 			

10. Approval

Approval by	Dr David Russell-Weisz, Director General, Department of Health
Approval date	08 May 2018

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