

## Credentialing Frequently Asked Questions

### New Appointments

#### **How does the HHS/SJHH credentialing process work?**

Professional Staff applicants contact their respective Department Chief and the Chief will send an initial recommendation to the Common Credentials Office to initiate the application. An application will be emailed to the Professional Staff to complete and return within 120 days (at which time, if not returned, the application will become null and void). Upon verification of the completed application and all associated documents, the Department Chief will provide the Common Credentials Office with a final recommendation.

The credentialing process ensures due process and fair administrative procedure and is compliant with the requirements in the Ontario Public Hospital Act. Hamilton Health Sciences/St. Joseph's Healthcare Hamilton are required to comply with the process and procedures as outlined in the Bylaws.

#### **What documentation does HHS/SJHH require of a prospective member?**

The application for Professional Staff appointment contains the list of information and documents that an applicant must produce. Key elements of the required information are: Certification from applicable governing body, (i.e. Royal College of Physicians and Surgeons of Canada, College of Midwives, College of Family Physicians, etc.), proof of license and liability insurance coverage, occupational health clearance, curriculum vitae, names of 3 references, a statement of agreement, a declaration and consent to release information.

For Further detail regarding qualifications and criteria for Appointment to the Professional Staff please See HHS Bylaws Article 5.03 and SJHH Bylaws Section 7.

#### **Is an Academic Appointment required?**

Hamilton Health Sciences and St. Joseph's Healthcare Hamilton are major teaching Hospitals whose mission includes patient care, education and research. Individuals appointed to the Associate/Active/Clinical Scholar Professional Staff category are expected to undertake mutually agreed upon clinical and academic responsibilities. An Academic Appointment with McMaster University is a requirement of an Active and Associate Staff appointment. Some exemptions apply as per the Hospitals By-laws and Affiliation Agreement.

#### **What is a Temporary Appointment with Temporary Privileges and when are they granted?**

A Temporary Appointment with Temporary Privileges is often used at HHS/SJHH to permit a practitioner to begin practice before their Application for appointment has been reviewed and approved by the Board. Under these circumstances, and upon receipt of a completed application for appointment, the relevant Department Chief may grant a Temporary Appointment with Temporary Privileges to the practitioner which will remain in effect only for the period specified, or pending the Board's review of the practitioner's Application for Appointment.

#### **Is there a committee of the Professional Staff that reviews applications?**

Yes, the Credentials Committee, a standing committee of the Medical Advisory Committee (MAC) is responsible for reviewing applications for appointment and renewal of membership and making recommendations regarding each applicant to the applicable Board.

### **Who should I contact if I want to change or review my current clinical privileges?**

Changes to the Professional Staff category or privileges should be discussed with the Head of Service and/or Department Chief. If the relevant medical leaders are supportive of the change, a form requesting the change may be obtained from the HHS Credentials Office. All inquiries can also be directed to the Credentials Office at [credentials@hpsc.ca](mailto:credentials@hpsc.ca).

### **Can I request privileges in more than one department?**

Yes. An appointment to the Professional Staff granted by the Board specifies the Category, Department, Specialty, and Privileges. An applicant is appointed to a Primary Department, but may also be appointed to a Secondary Department when advantageous to the Department and the member.

### **What does "eligibility for Professional Staff privileges" mean?**

"Eligibility" refers to whether an applicant meets all the criteria outlined in the Bylaws to become a member of the Professional Staff.

### **Is an N95 Mask fit test required for appointment to the Professional Staff?**

Hamilton Health Sciences & St. Joseph's Healthcare Hamilton mandate N95 compliancy for all Professional Staff, in accordance with HHS/SJHH Respiratory Protection Protocol. All Professional Staff are required to complete their N95 mask fit test prior to an appointment being granted at HHS. *Fit testing must be renewed every two years as per CSA Standard Z94.4-11 Selection.*

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## Reappointments

### **Why do I need to participate in the reappointment process?**

The HHS/SJHH by-laws, as informed by the Ontario Public Hospitals Act, affirms that appointments to the Professional Staff are for a 1 year timeframe. Reappointment to the Professional Staff requires a member to complete a reappointment application. This is provided by the Common Credentials Office in advance of the conclusion of the member's current appointment term. The completed application is reviewed by Department Chiefs, the Credentials Committee and the Medical Advisory Committee (MAC) prior to being presented to the Board.

### **What do I need to submit for review and renewal of membership?**

Professional Staff members must complete an online application via the hospital credentials management system (CMaRS) which includes confirmation of valid licensing and liability insurance coverage. Proof of updated N95 mask fit certificate is required if the mask fit test was done at a facility other than HHS/SJHH. Additional documentation such as Curriculum Vitae and CME credits/updated training may be requested at a Departmental level.

### **Is there a charge for membership renewal?**

Yes. There is an annual fee of \$75 associated with the reappointment process. The fee will offset the cost of the electronic system – any residual funds will be re-invested into physician quality improvement initiatives. If you have appointments at both HHS and SJHH, you will only pay one \$75 fee that is applicable to both hospital appointments.

**Is an N95 Mask fit test required for annual reappointment?**

Yes. Hamilton Health Sciences & St. Joseph's Healthcare Hamilton have implemented mandatory N95 compliancy for all Professional Staff, in accordance with HHS/SJHH Respiratory Protection Protocol. All Professional Staff are required to complete their N95 mask fit test as part of the annual reappointment process and *Fit testing must be renewed every two years as per CSA Standard Z94.4-11 Selection*. If you are unsure how to book a N95 mask fit test, please contact your Department Chief.

**I can't book an N95 mask fit test date prior to the reappointment application due date – what do I do?**

Applicants will be able to proceed with their application without an updated N95; however, confirmation that mask fit appointment has been booked is required. Simply submit confirmed N95 test date in the comment box of your online application.

**What email address will the re-appointment link be sent to?**

The Common Credentials Office will send the online reappointment link to the preferred email address on file. To update your preferred email, please email the Common Credentials office at [credentials@hhsc.ca](mailto:credentials@hhsc.ca)

**What if I did not receive an email with my username and password to access the CMaRS application?**

If you have not received an email with login please contact credentials at [credentials@hhsc.ca](mailto:credentials@hhsc.ca)

**How can I ensure my information and data is secure?**

All communication with the CMaRS application is encrypted using industry standard SSL, making the transfer of information private and secure. The application and data is stored in secure data centres. If using WIFI to connect to the internet, you should always use a secure connection for any sensitive data.

**What if I need to make a change to my application?**

There is an opportunity to request a change via the online application. This change will be submitted to your department Chief and the Common Credentials Office for processing and approval. Your re-appointment application will then follow the normal process of approval as outlined in your professional staff by-laws.

**What if I have troubles with the system – who do I contact to troubleshoot?**

You can contact the Common Credentials Office at [credentials@hhsc.ca](mailto:credentials@hhsc.ca).