

Welcome to the team

Working with Doctors on Demand just got more rewarding

We are thrilled to introduce you to our Doctors on Demand Incentive Program, CERP. Please find below details of the program, designed to help you maximise your potential, and be rewarded for your dedication.

CERP Overview

CERP (Collective Enterprise Reward Program) is an incentive program that rewards doctors for their dedication and service to Doctors on Demand. By meeting specific performance criteria, you will be eligible for additional revenue and benefits that increase as you progress through various status levels. The program is structured around a tiered rating system with four distinct levels: Bronze, Silver, Gold, and Platinum.

At each level, you'll earn a variety of benefits, including quarterly rebates, bonus payments, and invitations to exclusive events. This scheme is in addition to your contracted benefits and will not have negative impact on your current earnings.

How the Program Works

Your performance will be evaluated based on three key deliverables, all of which are within your control and at your discretion:

1. **Rostered Time & Delivered Consultations** – The more time you commit to consultations on the platform, the more you will progress. This includes consultations delivered during both standard and non-standard working hours.
2. **Cancellation Rate** – A low cancellation rate will positively impact your status. Cancellations are calculated monthly, and you will be rewarded for maintaining a low rate.
3. **Net Promoter Score (NPS)** – After each consultation, patients provide feedback through a mini survey, which contributes to your NPS score. A higher NPS reflects better patient satisfaction and can elevate your status in the program.



CERP Status Levels & Benefits

Your progress through the program will determine your status and corresponding benefits. The available statuses and benefits are as follows:

Level	Base Payment	Quarterly Rebate
Bronze	65% - 70%	N/A
Silver	65% - 70%	1.5%
Gold	65% - 70%	3%
Platinum	65% - 70%	5%

CERP Matrix

Level	Actual Hours	Cancellations	NPS Score
Bronze	Less than 8 hours a week	No more than 5 cancelled consultations each month	70 and above
Silver	Between 8 hours and less than 15 hours a week	No more than 5 cancelled consultations each month	70 and above
Gold	Between 15 hours and less than 20 hours a week	No more than 10 cancelled consultations each month	80 and above
Platinum	More than 20 hours a week	No more than 10 cancelled consultations each month	80 and above

Quarterly Reporting & Payments

The CERP program is assessed quarterly. Incentives and additional rewards are disbursed each quarter, based on the status you've achieved for the three months prior.

We are delighted to have you on board. Thank you for being a part of the Doctors on Demand team.

Kind Regards,



Jane Campbell
General Manager
Doctors on Demand