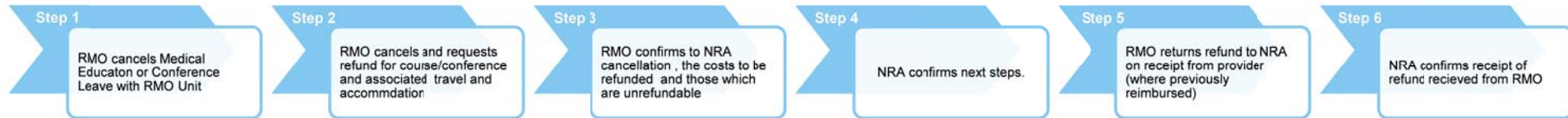


Reimbursement and Refund of RMO Training Related Expenses due to COVID-19

Detailed below is the process for reimbursement and refund of RMO training related expenses and continuing medical education (where applicable) due to restrictions on international business related travel, in line with the DHB guidance for COVID-19 (Coronavirus).



The expectation is that refunds will be sought for all course/conferences and associated travel and accommodation in the first instance.

To note, the reimbursement of any course/conference is subject to meeting the initial reimbursement criteria. Clarification on these criteria is available at <http://www.aucklanddoctors.co.nz/rmos/currentemployees/>

FAQs

To support with the application of the process and clarify next steps for seeking reimbursement or refund of training related expenses the following FAQs have been developed:

- 1. I have already attended my course/conference as the DHB had not issued advice when I had left**
 - a. If you had left New Zealand on or before the 9th March, your course/conference and associated travel and accommodation costs will be reimbursed as per the usual process via NRA.
- 2. My course/conference and associated travel and accommodation has already been reimbursed by NRA and I won't be attending due to the travel restrictions**
 - a. Cancel leave with RMO Unit
 - b. Cancel course/conference attendance and associated travel and accommodation
 - c. Request refunds where applicable for the course/conference and associated travel and accommodation,
 - d. You will need to confirm to NRA whether a full, partial or no refund is received and provide evidence. NRA will confirm next steps specific to your situation.
 - e. All full or partial refunds received are to be repaid to NRA for any costs already reimbursed.

- 3. My course/conference and associated travel and accommodation has not yet been reimbursed by NRA and I won't be attending due to the travel restrictions**
 - a. Cancel leave with RMO Unit
 - b. Cancel course/conference attendance and associated travel and accommodation
 - c. Request refunds where applicable for the course/conference and associated travel and accommodation.
 - d. You will need to confirm to NRA whether a full, partial or no refund is received. NRA will confirm next steps specific to your situation.
 - e. Where a refund is received for a cost you have not yet claimed with NRA, you will retain the refund.
 - f. Where a cost is not refunded or you are only provided a partial refund, NRA will reimburse the outstanding costs as per normal process.

- 4. I have already booked travel and/or accommodation for my course/conference which is post June 2020 but have not yet submitted my reimbursement claim.**
 - a. If possible, wait to claim reimbursement until such time it is confirmed whether travel restrictions will be lifted.
 - b. If not possible, proceed with seeking reimbursement of course/conference and associated travel and accommodation through the standard reimbursement process.
 - c. If travel restrictions are not lifted, you will need to seek refund where applicable for the course/conference and associated travel and accommodation costs as outlined in scenario 2 and 3 above.

- 5. I haven't booked any travel or accommodation for my course/conference yet**
 - a. Do not book any travel or accommodation at this stage.
 - b. DHBs have restricted all travel through until June 2020. Restrictions may be lifted for travel post June 2020; however bookings should not be made until this is confirmed.
 - c. You may be able to reserve a place on a course, however, we recommend not doing so if there is a cost associated, as this may not be reimbursed if the travel restrictions remain.
 - d. If you proceed with the booking of travel and accommodation and travel restrictions are not lifted, you may not receive reimbursement of these costs.

- 6. I understand there is an international travel restriction, however my travel is for an exam or an approved exception**
 - a. For an exam, seek reimbursement for the exam and associated travel and accommodation costs through the standard reimbursement process
 - b. For an approved exception, seek reimbursement for the course/conference and associated travel and accommodation costs through the standard reimbursement process and include a copy of the approval
 - c. Note approval is required to be granted via the CMO for each DHB. Requests for consideration of an exception should be made via the RMO Unit at your DHB.