

CATEGORY:	<b>CLIENT/PATIENT/RESIDENT CARE PROGRAMS &amp; SERVICES</b>
SUB-CATEGORY:	<b>CLIENT/PATIENT/RESIDENT CARE - GENERAL</b>
GROUP:	
DISTRIBUTION:	<b>STAFF IN PATIENT SERVICES, LONG TERM CARE, RURAL HEALTH, POPULATION HEALTH (Mental Health Unit only) and MEDICAL SERVICES (Physicians)</b>
TITLE:	<b>PRIVATE HEALTH CARE PROVIDERS</b>

**PURPOSE**

Newfoundland and Labrador Health Services (NLHS) Western zone is committed to safe, high quality, evidence-based care in an environment where the culture of patient safety is promoted and patient and family viewpoints are respected. When a patient/resident/substitute decision maker (P/R/SDM) initiated request is made to hire the services of an external, privately contracted health care provider (HCP) to supplement the patient's standard care, it is important to explore their wishes. This policy is to provide guidance and process to all staff of Western zone as it relates to P/R/SDM in the hiring of a private HCP (both regulated and unregulated).

**POLICY**

The P/R/SDM must discuss the request with the unit or program manager or designate.

The responsibility of hiring the private HCP, verifying the credentials of the provider, arranging the service, payment of fees and discontinuation of services will be with the P/R/SDM who establishes a relationship with private HCP.

The P/R/SDM must complete the ‘Private Health Care Providers Acknowledgement and Release for P/R/SDM’ form.

In the event of concurrent care, a team discussion must be held with all the relevant parties (internal provider, manager, assigned nurse, physician, private provider and any other relevant team members) to clarify roles, expectations and accountability. Western zone reserves the right to refuse or discontinue the contracted private HCP access to Western zone facilities if in the sole opinion of Western zone, the private HCP’s continued presence poses a threat to patient or staff safety, disrupts the ability of Western zone staff to fulfill their duties, unnecessarily disturbs other patients/residents/clients or any other behavior that Western zone may deem inappropriate.

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In rare instances, P/R/SDM may request a service that includes the use of complementary and alternative health practices. Alternative health practices are not permitted within Western zone services and programs. Complimentary Health Practices must only be used in association with, or alongside of, conventional interventions and within the boundaries of this policy. Western zone staff must not promote, advocate or initiate complimentary health care practices.

## **DEFINITIONS**

### **Alternative Health Practices**

Alternative Health Practices (AHPs) are interventions or therapies used instead of conventional medical treatments. These practices are not part of standard care and are not supported by mainstream medicine curriculum. Examples include homeopathy, aromatherapy, ear candling, etc.

### **Complimentary Health Practices**

Complimentary Health Practices (CHPs) are interventions used in association with, or alongside of, conventional health practices. Many of these interventions are not supported by evidence-based standards; are not taught widely in medical and allied health professional schools; are not generally completed by regulated professionals and are not generally offered or available in Newfoundland health care facilities. Examples include massage therapy, acupuncture, etc.

### **Concurrent Care**

A direct care service that is being provided by a private health care provider and Western zone staff.

### **Most Responsible Provider**

The provider most responsible for the specific intervention or episode of care. In some instances, the most responsible provider may be the attending physician but this is not the case where a provider other than the attending physician is more responsible for the performance of a specific intervention.

### **Patient**

For the purposes of this policy, ‘patient’ refers to inpatients in acute care settings and residents of Long Term Care and Restorative Care.

### **Private Health Care Provider**

A health care provider, outside of Western zone, who is paid by MCP, another insurer or person, whether directly or indirectly or in whole or part, to provide health care services to an individual.

### **Substitute Decision Maker (SDM)**

The person appointed by the maker of an advance health care directive to make health care decisions on his/her behalf or who is designated to do so under section 10 of the Advance Health Care Directives Act.

### **PROCEDURE**

See algorithm in Appendix A

### **Roles and Responsibilities:**

#### **Manager/Designate**

- Provides this policy and information package (Appendix B-E) to P/R/SDM once the request to hire a private HCP is received from the P/R/SDM. Ensures P/R/SDM understanding of the policy and applicable forms
- Arranges a discussion with P/R/SDM and relevant staff involved in the circle of care
- Documents the outcome of P/R/SDM and relevant staff discussion in the health record
- Provides the P/R/SDM with the Private Health Care Providers-Acknowledgement and Release for Patient/Resident/SDM form
- Ensures that the private HCP has completed the Private Health Care Providers Declaration and Release for Provision of Service form.
- Ensures that the Private HCP has reviewed the Privacy/Confidentiality Policy #2-03-10
- Ensures the private HCP has received current immunizations and medical screenings as per policy #3-04-210 Pre-Placement Health Assessment (PPHA) for all new Health Care Workers (HCW)
- Arranges and confirms that the private HCP reviews/signs the Western zone Oath of Confidentiality Agreement (Contractors/Vendors)
- Ensures that Private HCP reviews relevant Western zone policies and is orientated to the facility and unit, including code red
- Files pertinent documents on the Patient/Resident health record
- Informs most responsible provider

#### **Most Responsible Provider – where applicable**

- Documents acknowledgement of additional care/interventions from private HCP on health record

#### **P/R/SDM**

- Arranges for private HCP and informs Manager/Designate
- Completes Private Health Care Providers – Acknowledgement and Release for P/R/SDM form

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### **Privately Contracted Health Care Provider**

- Review and be familiar with Western zones key policies outlined in the information package for private HCP's (Appendix B)
- Sign the Private Health Care Providers Declaration and Release for Provision of Service form
- Discuss the plan of care with the appropriate unit professional (i.e. patient's or resident's nurse, professional of the same discipline, or manager, as appropriate).
- If providing concurrent care with a unit professional, discuss the rationale and goals of the intervention, method and frequency of ongoing communication between the providers and with the P/R/SDM and maintain ongoing communication regarding care provided
- Communicate formally with the manager or designate concerning the schedule of treatments
- Provide care in accordance with the scope of practice and standards of care of one's discipline and the patient's plan of care. This includes performing an authorized activity or controlled act(s)
- Using the Private Health Care Providers Visit Record form, document according to the documentation standards of one's profession in accordance with the standards of their College or regulatory body and Western zones Documentation policies. This record must remain in the patient's medical record. In the absence of standards, Privately Contracted Health Service Providers must document all relevant care which includes: assessments, interventions, patients' response to individual interventions and overall evaluation of the treatment plan
- Obtain permission for the use of relevant hospital equipment from either the manager or designate, the unit professional, or the professional of the same discipline, if appropriate. It is the responsibility of the Private HCP to ensure they are educated on the appropriate and safe use of the equipment
- Advise the assigned nurse of arrival and departure from the unit
- Wear identification visible to staff and the patient indicating name, professional designation and/or role.

### **LEGISLATIVE CONTEXT**

*Advanced Health Care Directive Act*

<http://www.assembly.nl.ca/Legislation/sr/statutes/a04-1.htm>

### **REFERENCES**

Eastern Health, Newfoundland (2017). Policy and Procedure. Private Health Care Providers – Acute and Long Term Care.

HIROC (2017). Hiring External Care Providers. Risk Notes

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Interior Health, British Columbia (2018). Policy and Procedure. Private Service Providers.

Sunnybrook Health Sciences Centre (2014). Policy and Procedure. Privately Contracted Health Service Providers.

[Conflict of Interest Policy #2-02-10](#)

[Privacy and Confidentiality Policy #2-03-10](#)

[Documentation in the Health Record Policy #15-01-75](#)

[Pre-Placement Health Assessment for all new Health Care Workers Policy 3-04-210](#)

[Privacy Breach Management Policy 9-03-10](#)

[Client/Patient/Resident Access to Records Policy 9-02-60](#)

## **APPENDICES**

Appendix A - Algorithm for Requests for Private Health Care Provider(s) (HCP)

Appendix B - Information Package for Private Health Care Providers Table of Contents

Appendix C - Hiring Private Health Care Providers - Information for Patients, Residents, and Families

Appendix D - How to Hire a Private Health Care Provider

Appendix E - Hiring Private Health Care Providers – Roles and Responsibilities

## **KEYWORDS**

Private health care provider, Patient/Resident/SDM, Concurrent care, Alternative health care practices, complementary health care practices

## **FORMS**

[Private Health Care Providers Declaration and Release for Provision of Service W-CONS-043](#)

[Private Health Care Providers Acknowledgement and Release for Patient/Resident/SDM W-CONS-042](#)

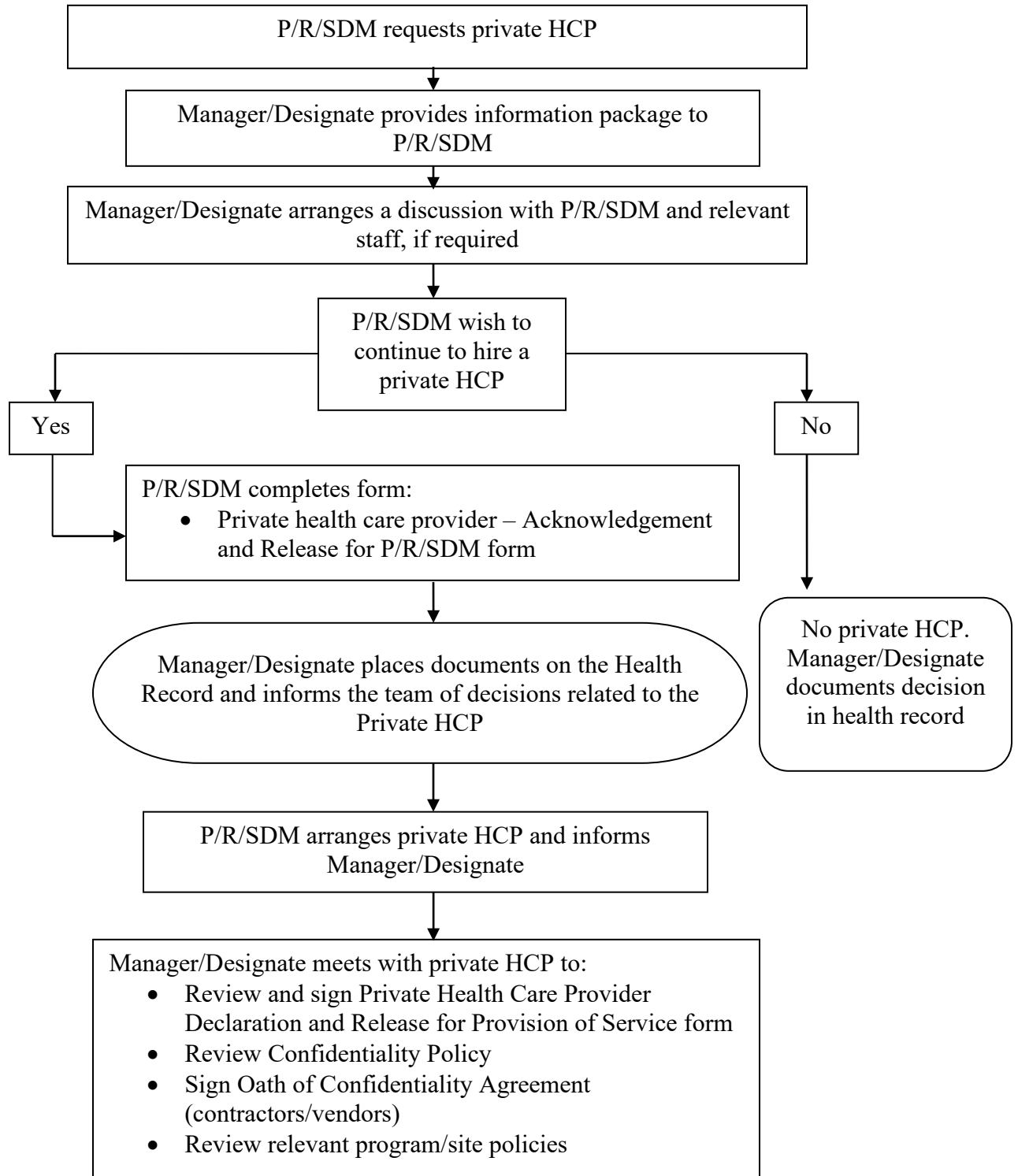
[Private Health Care Providers Visit Record Form \(W-PROV-057\)](#)

TO BE COMPLETED BY STAFF IN QUALITY DEPARTMENT

Approved By: Vice President /Chief Operating Officer – Western Zone Senior Medical Director – Western Zone	Maintained By: Regional Director Professional Practice
Effective Date: 09/October/2018	<input type="checkbox"/> Reviewed: <input checked="" type="checkbox"/> Revised: 17/January/2024
Review Date: 17/January/2027	<input checked="" type="checkbox"/> Replaces: (WH) 15-01-975 Complimentary and Alternative Health Care Practices <input type="checkbox"/> New

**APPENDIX A**

**Algorithm for Requests for Private Health Care Provider(s) (HCP)**



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## Appendix B



### Information Package for Private Health Care Providers

#### Table of contents

1. Policy
  - a. Private Health Care Providers
2. Forms
  - a. Private Health Care Providers Acknowledgement and Release for Patient/Resident/Substitute Decision Maker
  - b. Private Health Care Providers Declaration and Release for Provision of Service
  - c. Private Health Care Providers Visit Record
3. Relevant WH Policies for review and topics for discussion
  - i. Privacy and Confidentiality Policy (2-03-10)
  - ii. Brochure – Protecting Privacy – What contractors and vendors need to know
  - iii. Hand Hygiene Policy (11-01-10)
  - iv. Personal Health Information – Identifying Purposes of Collection, use and Disclosure Policy (9-02-05)
  - v. Pre-placement Health Assessment Policy (3-04-210)
  - vi. Conflict of Interest Policy (2-02-10)
  - vii. Documentation in the Health record Policy (15-01-75)
  - viii. Code red fire plan
4. How to hire a private health care provider fact sheet
  - i. How to find
  - ii. Reference checking
  - iii. Safety considerations
5. Hiring Private Health Care Service Providers - Information for Patients, Residents, and Families
6. Roles and Responsibilities of P/R/SDM and Private HCP

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## Hiring Private Health Care Providers

### Information for Patients, Residents, and Families

Western Health recognizes that patients/residents/substitute decision makers (P/R/SDM) within its Hospitals and Long Term Care Homes may wish to receive additional care/interventions; sometimes you may want to privately hire health care services from private health care providers (HCP). A private health care provider is a health care provider, outside of Western Health, who is paid by MCP, another insurer or person, whether directly or indirectly or in whole or part, to provide health care services to an individual.

#### Things to know:

- You must talk to the manager or designate on the unit about hiring a private health care provider.
- When you discuss with the manager or designate you may be asked to have a family meeting with team.
- You are encouraged to speak to the health care team member about the services that you wish to hire. For example, if you want to hire a Physiotherapist (PT) then talk to the PT.
- Western Health will not accept responsibility for costs associated with services provided by an external practitioner that is hired by the P/R/SDM.
- Western Health reserves the right to refuse to permit the health service provider to work on the facilities premises if it the private HCP's presence poses a threat to patient or resident safety, or if their presence is disrupting or behavior is disturbing.

#### You are the employer of the Private Health Care Provider. As the employer you are responsible for:

- Signing a waiver releasing Western Health of all liability
- Hiring the private health care provider
- Checking credentials of the private health care provider
- Ensuring the health care provider has liability insurance
- Payment of fees to the private health care provider
- Cancelling and ending services of the provider

The Private Health Care provider that you hire must communicate with the health care team on the unit. You will be responsible to let the team know who you have hired and when they are coming to provide the service. Good communication will help improve outcomes and aid in your care.

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Appendix D



## How to hire a Private Health Care Provider (HCP)

### How to find

- Yellow pages
- Professional website
- Personal References

### Reference checking

- Recommend asking HCP for reference
- Review the individual's Curriculum Vitae or Resume
- Obtain proof that the HCP is in good standing with licensing body and a copy of their current registration (where applicable)
- Collect proof of liability insurance (where applicable)

### Safety considerations

- Ask questions
- Ensure any equipment used is clean and in good working order
- Ensure you and your provider have agreed upon goals
- Inform nurse/unit staff when the private HCP is scheduled to visit.

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Appendix E



## **Hiring Private Health Care Providers – Roles and Responsibilities**

### **Obligations of Patient/Resident/SDM and Family**

- Discuss request with Western Health staff.
- Accept responsibility for establishing relationship with Private Health Care Provider.
- Complete required forms.
- Verify health care provider's credentials.
- Confirm malpractice insurance (where applicable).
- Confirm licensure (where applicable).
- Accept responsibility for scheduling of services.
- Inform designated unit staff of private health care providers visits.
- Accept responsibility for payment of service.

### **Obligations of Private Health Care Provider**

- Meet with Western Health staff for policy review.
- Sign Confidentiality agreement.
- Complete required forms.
- Report to designated staff upon arrival and departure of each visit.
- Discuss plan of care with appropriate unit team members.
  - Liaise with health care provider on team who is of same discipline.
- Discuss goals of care with Patient/Resident and Family.
- Document on provided documentation form.
- Other program/facility/site specific obligations.

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