

PRIVATE HEALTH CARE PROVIDERS – ACUTE CARE AND LONG TERM CARE	Patient/Resident/Client Care PRC-140
Issuing Authority	Elaine Warren, VP – Professional Practice Signed by Elaine Warren Dated November 23, 2017
Office of Administrative Responsibility	Professional Practice
Author	Margaret Collingwood, Regional Professional Practice Consultant – Occupational Therapy
Level	Two (II)
Original Approval Date	July 27, 2010
Effective Date	July 27, 2010; December 13, 2017
Scheduled Review Date	Dec 2011; Nov 2014; Nov 2020
Actual Review Date	November 23, 2017
Revised Date(s)	November 1, 2011; November 23, 2017

Overview

Eastern Health recognizes that patients/residents/substitute decision makers (P/R/SDM) within the Hospitals and Long Term Care Homes may wish to receive additional care/interventions from private health care providers (HCP).

In recognition of this need, Eastern Health has established a process that facilitates P/R/SDM the ability to choose the private HCP. This collaborative process balances Eastern Health’s need to optimize safety associated with patients/residents receiving treatment from private HCP while adhering to professional, legal, ethical and organizational standards and the recognized right of the patient/resident/client.

POLICY

The responsibility for 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.

In the event of concurrent care a team discussion must be held with all the relevant parties to clarify roles, expectations and accountability.

Eastern Health reserves the right to refuse or discontinue the contracted private HCP access to Eastern Health facilities if in the sole opinion of Eastern Health

the private HCP's continued presence poses a threat to patient or staff safety, disrupts the ability of EH staff to fulfill their duties, unnecessarily disturbs other patients/residents/clients or any other behavior that Eastern Health may deem inappropriate.

Scope

This policy applies to physicians and all staff of Eastern Health working in acute and long-term care facilities who receive a request from a P/D/SDM for access to a private HCP. Such requests may include, but are not limited to, private Occupational Therapy, Physiotherapy, Speech Language Pathology, Massage Therapy, Psychology, Dental Hygienist and private Nursing Services such as Advanced Foot Care. Please Note: Private Duty Nursing is not covered under this policy. Please refer to Private Duty Care Providers Policy 204(NUR)-1-020.

Purpose

The purpose of this policy is to provide guidance and process to physicians and all staff of Eastern Health to support P/R/SDM in the hiring of a private HCP.

Procedure

See Algorithm in Appendix

Roles and Responsibilities

Manager/Designate

- Provides this policy/information to P/R/SDM
- Arranges a discussion with P/R/SDM and relevant staff if required
- Documents outcome of P/R/SDM and relevant staff discussion in Health record
- Provides the P/R/SDM with the Private Health Care Providers- Acknowledgement and Release for Patient/Resident/SDM form
- Arranges that the private HCP complete the Private Health Care Providers Declaration and Release for Provision of Service form.
- Ensures that the Private HCP has reviewed the Privacy/Confidentiality Policy
- Arranges that the private HCP reviews/signs the Eastern Health Oath of Confidentiality Agreement (Vendor Oath)
- Ensures that Private HCP reviews relevant Eastern Health policies
- Files pertinent documents on the Patient/Resident health record.
- Informs most responsible physician

Most Responsible Physician – 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

Linkages

- Private Health Care Providers Acknowledgement and Release for Patient/Resident/SDM (form ch-1021)
- Private Health Care Providers Declaration and Release for Provision of Private Service for Provider (form ch-1023)
- Private Health Care Providers Visit Record(form ch-1794)
- Circle of Care Policy (ACP – 015)
- Conflict of Interest policy (HR-ER-007)
- Consents (LEG – 050)
- LTC Philosophy of Care: Resident Centred Care (307 – RC-100)
- Private Duty Care Providers Policy (204 NUR-1-020)
- Privacy/Confidentiality Policy (ADM-030).

Key Words

- Private Health Care provider
- Private Healthcare
- Patient/Resident/SDM
- Physiotherapy
- Massage Therapy
- Psychology
- Advanced Foot Care
- Foot care

Definitions & Acronyms

Most Responsible Physician	The physician most responsible for the specific intervention or episode of care. In some instances the most responsible physician may be the attending physician but this is not the case where a physician other than the attending physician is more responsible for the performance of a specific intervention.
Private Health Care Provider (HCP)	A person, other than a health care professional, 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. Source: PHIA

Substitute Decision Maker or (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.
Patient	Patient/Resident/Client of Eastern Health
Concurrent care	A direct care service that is being provided by a private health care provider and Eastern Health staff.
Circle of Care	As per section 24 of PHI, the circle of care includes the persons participating in and activities related to the provision of health care to the individual who is the subject of the personal health information and includes necessarily incidental activities such as laboratory work and professional consultation. Source: PHIA

Appendix

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

