



## QUINTE HEALTHCARE CORPORATION

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### External Healthcare Providers

|   |                                 |                             |  |
|---|---------------------------------|-----------------------------|--|
| <b>Title: External Healthcare Providers</b> |                                 | <b>Policy No:</b>           | <b>3.11.11</b>                                   |
|   |                                 | <b>Original Issue Date:</b> | March 2018                                       |
| <b>Manual:</b>                              | <b>Clinical</b>                 | <b>Last Revision Date:</b>  | June 2019  |
| <b>Department:</b>                          | <b>All Patient Care Areas</b>   | <b>Policy Lead:</b>         | Director, Quality and Interprofessional Practice |
| <b>Approved By:</b>                         | <b>QHC Leadership Committee</b> |                             |  |

#### 1. POLICY

Quinte Health Care (QHC) respects patients’/families’ choice to obtain external healthcare services for patients while in hospital and acknowledges that such services do not diminish or impact upon the obligations of QHC and its staff to provide care while maintaining health and safety standards throughout QHC.

- Patient(s) and/or their legal representative (substitute decision maker (SDM)) who wish to privately contract and pay for additional services by an external healthcare provider must complete and submit the required documentation to the patient care manager.
- The external healthcare provider will provide service within and consistent with the plan of care established by the QHC health care team. All requests for access to service provided by an external healthcare provider must be reviewed and decided upon by the physician.
- Once all documentation is in place, the patient care manager or designate will inform the patient/family of the approval to commence with the service.
- Privacy of personal health information is maintained in accordance with PHIPA legislation and QHC’s confidentiality policy.

## **2. PURPOSE and SCOPE**

This policy was developed to define a process for the use of external healthcare providers, to limit risk to the individuals and organization, and to define a conflict management process.

Visiting support persons and volunteers are managed through the Department of Communications. Queries can be forwarded to that department should questions arise.

## **3. DEFINITIONS**

External Healthcare Provider: Any service/care provider, regulated or unregulated, that is hired by a patient/family member or any other person to provide alternative, supplemental and/or complementary care for a patient while in hospital. External healthcare providers are not QHC employees, nor are they retained by QHC.

## **4. PROCEDURE**

- a. The most responsible physician/prescriber must write an order indicating the patient/family may obtain external services while the patient is in hospital. The physician's order should be specific as to the type of service being hired.
- b. The patient/family is responsible for selecting, hiring, supervising and paying the external healthcare provider. QHC accepts no responsibility for cost, credentialing, supervision, quality or liability throughout the period of service provision.
- c. The Manager/designate will provide to the external healthcare provider:
  - A copy of this policy including the appendices – to be reviewed with the patient/family
  - Confidentiality Policy
- d. The patient/SDM is responsible for verifying the credentials of the provider, and receiving proof for the required documents listed below. The patient/SDM is to ensure that:
  - the external healthcare provider receives a copy of this policy and meets the requirements;
  - the external healthcare provider provides evidence of applicable credentials;
  - the external healthcare provider has liability insurance; and
  - the Waiver of Liability for Treatment by an External Healthcare Provider (Appendix A) and the External Healthcare Provider Memorandum of Understanding (Appendix B) are signed and copies of said documentation provided to the manager or designate
- e. Once all the documentation is in place, the Patient Care Manager or designate will inform the patient/family of the approval to commence with the service.
- f. All documentation noted above in 4d will be kept on the patient's medical chart and may be copied for the patient/family or external healthcare provider personal records

- g. QHC staff is not permitted to recommend individual external healthcare providers to patients or family members.
- h. The patient/family and external healthcare provider absolve QHC of any liability related to the provision of service, actions or failure to act by the external healthcare provider.
- i. Regulated health care professionals providing private services to QHC patients must be registered with the appropriate professional college in Ontario.
- j. The external healthcare provider must be 18 years of age or older.
- k. The external healthcare provider will not advertise any affiliation with QHC
- l. QHC may restrict or temporarily/permanently withdraw permission for an external healthcare provider to provide services on QHC property at any time if QHC staff believe there is any type of risk to the patient (including well-being, safety, security, confidentiality, quality of care) or the hospital/staff at large.
- m. Any questions regarding the external healthcare provider's liability insurance can be directed to the Quality & Risk Department.

**While providing service:**

**The external healthcare provider will:**

- n. Notify the appropriate QHC staff (patient care lead (PCL)/team leader, nurse and/or therapist) of their arrival each visit and show photo identification.
- o. Communicate to the appropriate QHC health care team members the specific duties and/or scope of practice of the external healthcare provider as it relates to the patient's care plan.
- p. Provide services in support of, or within, the plan of care established by the health care team. Any findings/events pertinent to the plan of care will be immediately communicated to the relevant QHC health care team member(s).
- q. Use QHC/department equipment in treatment strictly on a case-by-case basis following discussion, and in collaboration, with the most responsible clinician.
- r. Request assistance from the most responsible clinician in instances where additional help is required, for example, using a mechanical lift or mobilizing a patient.
- s. Provide consistent, clear, timely and accurate communication to the appropriate QHC health care team members about the services provided and any results/observations.
  - This may be done as a written progress note provided to the QHC team for placement on the patient's health record.

- Any critical results/observations will be immediately communicated to the patient's most responsible clinician.
  - Immediately communicate any findings/events pertinent to the plan of care to the relevant QHC health care team member(s).
- t. Abide by all relevant infection control procedures and shall have access to units in outbreak unless there are visitor restrictions in place.

**QHC:**

- u. The most responsible clinician will inform the external healthcare provider of the plan of care established by the team and will communicate any relevant information regarding the patient's status to the private service provider.

Note: QHC staff will not sign off or otherwise verify hours of work for external healthcare providers except in the case where the Public Guardian and Trustee is the responsible party.

**Conflict Management:**

- v. Any conflict between a QHC staff member, the patient/family and or external healthcare provider, pertaining to the provision of private services as described herein, will be immediately brought to the attention of the Manager/designate.
- w. Every attempt will be made to address issues concerning or arising out of the External Healthcare Provider policy.
- x. The manager/PCL will complete an investigation which may include interviewing the patient/family, QHC staff and/or external healthcare provider, should an issue be brought forward.
- y. At the discretion of the manager/PCL, QHC may restrict or temporarily/permanently withdraw permission for an external healthcare provider to provide services on QHC property at any time if QHC staff believe there is any type of risk to the patient (including well-being, safety, security, confidentiality, quality of care) or the hospital/staff at large.
- z. The manager/PCL will contact the hirer and/or the patient and/or the external healthcare provider by telephone and explain the concerns and any immediate action(s) taken. If required, meetings may be arranged between the hirer, and/or the patient and/or the external healthcare provider and appropriate QHC staff.

## 5. REFERENCES

Bluewater health (2018). *Regulated and non-regulated privately employed external health care/service providers*. Sarnia: Author.

Halton Healthcare (2015). *External regulated healthcare provider policy and procedure*. Halton: Author.

North York General Hospital (2017). *Privately employed regulated and unregulated health care providers*. Toronto: Author.

Southlake Regional Health Centre (2014). *Privately employed regulated and non-regulated external healthcare providers*. Newmarket: Author.

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### Appendices:

Appendix A – Waiver of Liability for Treatment by an External Healthcare Provider

Appendix B – External Healthcare Provider Memorandum of Understanding

Appendix C – Confidentiality Agreement