



Added Care or Service from Outside Providers

Guidelines for Hiring
Independent Service Providers / Allied Health Practitioners
to work in Fraser Health Facilities

Acupuncturist

Sitter / Companion

Massage Therapist

Therapeutic Touch Practitioner

Chiropractor

Reflexologist

Oriental Medicine Practitioner

Private Nurse

Reiki practitioner

Support Worker



What is an Independent Service Provider / Allied Health Practitioner?

Fraser Health provides everyone in our care with the health care they need. Sometimes, though, a person wants added care or services that we do not offer and they want to hire someone to provide them with supportive or allied health services. These are Independent Service Providers or Allied Health Practitioners (we will refer to them here as Client Service Providers). Examples might include paying for a private support worker, massage therapy, acupuncture, or reflexology.

A Client Service Provider:

- can be an individual or agency, and
- does not work for or on behalf of Fraser Health

If you wish to hire a Client Service Provider, you need to ask your Fraser Health care team for permission. When we review your request, we look at several factors, including whether the proposed services will interfere with your health care or the health care of others around you.

If we accept your request, you (or your family) are always responsible for paying the Client Service Provider yourself.

We are not responsible for the quality of the services your Client Service Provider provides you. If, at any time, your Fraser Health care team becomes concerned about the care or services of your Client Service Provider, we may withdraw our permission and no longer allow them to provide you with the services in our facilities.

Client Service Providers do not work for or on behalf of Fraser Health.

Fraser Health does not hire or pay the Client Service Provider.

Fraser Health is not responsible for the quality of the services of your Client Service Provider.

What do I need to consider?

Because you are the one contracting with your Client Service Provider, we suggest you consider the responsibilities that go with this - some are described here.

All Client Service Providers **must have**:

- general liability insurance coverage
- WorkSafeBC insurance coverage
- a criminal record check

Client Service Providers who are allied health practitioners **must also have**:

- a current professional license to provide the service
- professional liability insurance coverage

You have to make sure:

- The person or agency is qualified to provide the service.
- The person or agency has the right kind of insurance.
- All the forms are completed and returned to us for review (see the list of forms on page 5).
- Your Client Service Provider understands and agrees to follow all the conditions of the contract with you.
- Your Client Service Provider follows all Fraser Health requirements.

Why does the Client Service Provider need insurance?

If the Client Service Provider you hire injures you or anyone else in our facilities, you are responsible for all costs related to those injuries or the damage they cause. We require you make sure they have at least the insurance described here. We do this so that both you and Fraser Health are protected if an injury or other loss happens while the Client Service Provider is providing you with the services at our facilities.

General Liability Coverage

If your Client Service Provider does not have general liability insurance and they hurt you, someone else, or any of our equipment while they are in our facility to provide you with services, you may be the one who has to pay for any injuries or damage. If your Client Service Provider has general liability insurance, it should protect you from this.

Fraser Health recommends that you ask them to carry **general liability insurance** that covers no less than \$2 million dollars per occurrence against bodily injury, personal injury, and property damage.

Professional Liability Coverage

If your Client Service Provider is a registered or licensed health professional and they make a mistake, hurt you, or fail to deliver their services as promised, you could take action to sue them. If you are injured because of your Client Service Provider's services and they do not have this type of insurance, they might not have enough money to pay for you for your injuries.

Fraser Health recommends you ask that they carry **professional liability insurance** that covers at least \$2 million dollars per claim. If they will be doing anything that involves puncturing or cutting your skin, or inserting or injecting anything into your body, we recommend you ask them to carry insurance that covers at least \$5 million dollars per claim.

Why does the Client Service Provider need WorkSafeBC coverage?

If your Client Service Provider does not have WorkSafeBC coverage and gets hurt while providing you with services within our facility, you might have to pay for their medical and other expenses until they recover from their injury. WorkSafeBC coverage should protect the Client Service Provider if they are injured while providing you with the service.

Fraser Health asks that they carry the WorkSafeBC coverage for their type of business.

How do I get an added care or service?

Before you hire a Client Service Provider to provide services to you in one of our facilities, you must first talk to your Fraser Health care team.

Your Fraser Health care team will then:

- Talk with you about your request.
- Discuss your request within the team to see if the proposed care or service might interfere with your health care or the health care of others in the facility.
- Talk with you about any concerns they might have.
- Give you the forms that you must sign and the forms for the Client Service Provider you want to hire to sign.
- Answer any of your questions about the process or the forms.

What forms are needed?

Your Fraser Health care team will give you a package with the following forms.

1. You (the client) complete and sign this form:
 - Client Waiver & Release of Responsibility to Fraser Health for Services Provided: Independent Service Provider / Allied Health Practitioner
2. The Client Services Provider completes and signs these forms:
 - Application for Permission to Provide Service to a Fraser Health Client: Independent Service Provider **or** Allied Health Practitioner Application for Permit to Provide Allied Health Services In Fraser Health Facilities and Programs
 - Waiver & Release of Liability to Fraser Health by Independent Service Provider / Allied Health Practitioner
 - Confidentiality Undertaking
 - Plan of Care
(if the Client Service Provide is going to provide supportive health care)

Your Client Service Provider will also have to give you proof of each of the following, which you then give to us:

- general liability insurance
- WorkSafeBC insurance coverage
- professional liability insurance (if applicable)
- current criminal record check
- professional license or registration number (if applicable)

Why we ask for all of these things:

We want to help you achieve and maintain your health, well-being, and independence. At the same time, we want to protect you and your privacy. We also have to consider the safety and privacy of everyone within our facilities.

What do I do after all the forms are completed?

We suggest you make copies of all the forms for your records.

Give your Fraser Health care team:

- all the completed and signed forms
- a proposed schedule of visits by your Client Service Provider

Fraser Health reviews the package you have provided.

When we have made a final decision on the application, your Fraser Health care team will let you know.

Who can I contact if I have more questions?

Contact your Fraser Health care team. If they do not have the answer, they will direct you to the best person to answer your questions.

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

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To order: patienteduc.fraserhealth.ca