

Policy Category:	Policy Title:	Policy #:
Quality Assurance & Professional Practice	Sale of Supplies & Equipment	POL-QA-09
Regulation Bylaw Reference:		HPA Reference:
Bylaws: Part 5		
Authorization:	Date Approved:	Date Revised:
CSHBC Board	December 4, 2015	June 29, 2020

PURPOSE

To ensure that CSHBC registrants involved in the sale of equipment and supplies do so in an ethical, transparent, consistent, and fair manner.

SCOPE

All CSHBC registrants who sell equipment or supplies, for any purpose, including, but not limited to, hearing instruments, communication devices, treatment materials, and supplies.

In situations where registrants are delegating this service to qualified Communication Health Assistants (CHA) or other office staff, it is the registrant's responsibility to ensure that the non-registrant is competent to complete any transactions, inform the client and complete the necessary records.

NOTE: Client refers to all patients, clients, or long-term care residents.

POLICY

Registrants are ethically responsible to communicate to clients all fees and services associated with client purchases and outline those costs in a sales agreement.

The following must be included in a sales agreement:

- Registrant identification and contact information (e.g. email, phone, address);
- Client identification (i.e. name and/or client number);
- Client contact information (e.g. address, phone number, and/or email address);
- Dates of sale(s) and visits charged for;
- Description of the sale item(s) including where applicable the make, model and serial numbers and condition of the item(s) (e.g. new, reconditioned);
- All charges for supplies and equipment, taxes and any costs associated with the registrant's provision of associated services;
- A listing of any extra cost items (e.g. accessories);
- Any refund terms including those costs which are non-refundable (e.g. professional fee, nonrefundable deposit);



- Terms and conditions for loss and damage;
- All warranty provisions;
- Trial period conditions and timeline;
- Any applicable discounts (e.g. senior's discount);
- Third party payment options (including who is applying);
- Any payment plan options and the associated costs;
- Any additional follow-up services that are to be provided (e.g., counselling).

All sales contracts must be signed by both the seller and purchaser and all agreements which are paid must be documented as such and verification given to the client.

Registrants are required to retain sales agreements as part of their financial records in accordance with the CSHBC *Documentation & Records Management* standard (SOP-PRAC-01) and clinical practice guideline (CPG-04).

CSHBC RELATED DOCUMENTS

Registrant Code of Ethics (SOP-PROF-08)

Registrant Code of Ethics (Annotated) (SOP-PROF-09)

Documentation & Records Management (SOP-PRAC-01)

Documentation & Records Management (CPG-04)

Professional Accountability & Responsibility (SOP-PROF-05)

Marketing (SOP-PROF-07)