

**THE ASSOCIATION OF HEARING INSTRUMENT
PRACTITIONERS OF ONTARIO
CODE OF PROFESSIONAL CONDUCT – Schedule 1**

Preamble

This Code of Professional Conduct sets standards of professional integrity and practice including; legal requirements, conduct with patient/client, colleagues and other health care professionals and the general public.

As a condition of membership the Hearing Instrument Specialist H.I.S. and Hearing Instrument Dispenser H.I.D. must pledge and adhere to the Code.

AHIP Members have the obligation to act in the best interest of the patient, observe the law, uphold the dignity and honour of the profession, and practice in accordance with ethical principles.

1.0 Application

This Code applies to all Members of the Association.

1.1 Section 1 – Legal

Members of the Association:

1.1.1 Will not violate any law, rule or regulation applicable to the provision of hearing instruments and associated devices.

1.1.2 Will not discriminate in the delivery of professional services on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, or disability.

1.1.3 Hold in professional confidence all information and professional records concerning a patient/client and use such data only for the benefit of the patient/client as the patient/client directs and as the law demands.

1.1.4 It is the responsibility of the Hearing Instrument Practitioner to ensure that records of all tests performed and/or subsequent follow-up services are recorded. All records relating to the services provided to any client (including the case history, audiogram, all results of testing, referral information, follow-up services and dates) will be kept on file by the Hearing Instrument Practitioner for a minimum period of 10 years following, either: the date of the Member's last professional contact with the client, if the client was 18 years or older on that date; or the date that the client became or would have become 18 years old, if the client was younger than 18 years on the date of the Member's last professional contact with the client.

1.1.5 Behave in a professionally exemplary manner refraining from physical, emotional, sexual, or financial abuse of patients/clients.

1.1.6 Practice within the limits of their competence as determined by their education, training and professional experience.

1.1.7 Accept and seek full responsibility for the exercise of judgment within their area of expertise.

1.1.8 Will not practice if a physical or mental impairment affects their ability to provide quality services.

1.2 Section 2 – Conduct with Patient/Client

Members of the Association:

1.2.1 Hold paramount the welfare of the patient/client.

1.2.2 Provide the best possible care and service to the patient/client.

1.2.3 Utilize all possible resources to ensure that quality service is provided; acknowledging the need for referral based on the Ontario Medical Association (OMA) Red Flag Criteria.

1.2.4 Offer counsel, understanding and technical assistance contributing towards their deriving the maximum benefit from their hearing instruments and associated devices.

1.2.5 Regularly participate in continuing education designed to improve quality services as administered by the education committee.

1.2.6 Apprise patients/clients of programs and services from which they may benefit.

1.2.7 Provide a realistic statement of outcome.

1.2.8 Clearly show hearing aid costs and service fees to ensure that the hard of hearing are well informed of the purchases they have made.

1.2.9 Will not delay furnishing care to patients/clients served professionally, without just cause.

1.2.10 Will not discontinue services to a patient/client without providing reasonable notice of withdrawal, provided that all contractual obligations have been satisfied.

1.3 Section 3 – Conduct with Colleagues & Other Health Care Professionals

Members of the Association:

1.3.1 Keep the welfare of the patient/client uppermost at all times and conduct himself/herself at all times in a manner, which will enhance the status of the profession.

1.3.2 Develop and maintain positive professional relationships with their colleagues and other hearing care professionals.

1.3.3 Avoid personal invective toward profession colleagues or other health care professionals.

1.3.4 Will not engage in any activity that will bring discredit to the profession and shall expose without fear or favour, illegal or unethical conduct in the profession.

1.3.5 Will not agree to participate under terms or conditions which tend to interfere with or impair the proper exercise of professional judgment and skill, or which tend to cause a deterioration of the quality of services, or which require consenting to unethical conduct.

1.3.6 Will not participate with colleagues or any other person in agreements to divide fees to exploit financially a patient/client when rendering professional services.

1.3.7 Will not use an official or elective position in the Association for personal financial gain.

1.4 Section 4 – Conduct with General Public

Members of the Association:

1.4.1 Conduct himself/herself at all times in a manner, which will enhance the status of the profession.

1.4.2 State only true facts and use only material considered ethical and in compliance with existing laws, rules and regulations or policies governing advertising. Not advertise products or services as free, no cost complimentary or no obligation if there are in fact any direct or indirect costs or obligations. The use of the word “free” when referring to professional services or products does not promote a high standard of professionalism and is strongly discouraged.

1.4.3 Display their certificates prominently.

1.4.4 Post the AHIP Recommended Fee Guide in a prominent location, visible to the public in all offices.

1.4.5 Will not use any symbol or depiction that denotes the medical profession.

1.4.6 Will not use any terms that may reasonably be said to confuse the public.

1.4.7 Maintain the standards and dignity of the profession in all media involvement.