

## Community Nursing Regulations with effect from 1st June 2021

### Service Provider : Healthmark Care Services limited

The Service Provider will provide Atlas Healthcare Members the following nursing and midwifery services.

- (i) Nursing Care shall consist in visits by a qualified nurse as prescribed by the member's family doctor or specialist, to give treatment (excluding sitting in service), bed baths, prevention and treatment of bed sores, medically prescribed intramuscular and/or subcutaneous injections, enemas, wound care, catheterisation and the treatment of diabetes; and
- (ii) (Midwifery Services which shall consist in one ante-natal and two post-natal visits by a state-certified midwife.

In carrying out the Services, the Service Provider shall provide free sterile dressing packs and swabs, bandages, and syringes other than to administer insulin ("Free Items").

The Service Provider shall be entitled to request all relevant medical documentation, history, medical letters, referrals and/or prescriptions and any such other information ("Medical Reference") as is reasonably requested by the Service Provider prior to carry out the Services in respect of an Atlas Healthcare Member. Failure on the part of the Member to provide the Medical Reference shall entitle the Service Provider to refuse to carry out the Services in respect of such Member.

**The Member must call Atlas Healthcare Insurance Agency office on 21322600 to preauthorise this service.** Atlas staff will contact the Service Provider and in turn the Service Provider will contact the Member to set up the appointment. Service is available between 7.00 and 12.30 for morning visits and 16:00 and 19:00 for afternoon visits.

If any items, not mentioned above under 'free items', are required to provide the service, the Service Provider will indicate to the respective Member what is required to be provided by the Member. Failure on the part of the Member to provide and have available the "member items" during the visit by the Service Provider, may result in the Service Provider being unable to carry out the services.

In the event that a staff member of the Service Provider arrives at the member's residence and the services cannot be carried out, provided that this is not due to the negligence of the Service Provider, the "service fees" will still be charged and payable by the member. Similarly, if a visit is cancelled up to two hours before the service is provided, the "service fees" will still be charged and payable by the member.