



Sale of Supplies & Equipment

PURPOSE

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

SCOPE

- All registered audiologists, registered hearing instrument practitioners, and registered speech-language pathologists 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 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, non-refundable 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);



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- 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 CSHHPBC *Documentation and Record Management* standard and guideline.

CSHHPBC RELATED DOCUMENTS

Registrant Code of Ethics (CORE-05; CSHHPBC Bylaws: Schedule E)

Documentation and Record Management (SOP-PRAC-01)

Documentation and Record Management (CPG-04)

Professional Accountability and Responsibility (SOP-PROF-05)

Marketing (SOP-PROF-07)