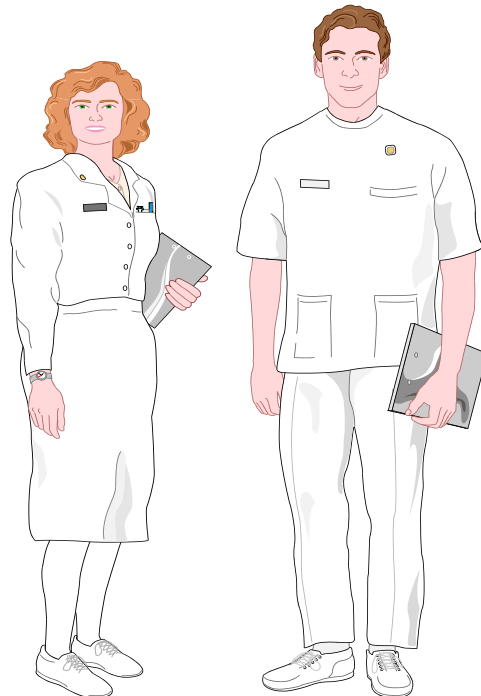


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Service Standards of Independent Contractors

**(For Registered Nurses (RN) and Enrolled Nurses (EN) in Hong Kong,
 China-trained/ Overseas Nurses (CN/ ON), Healthcare Assistants (HCA),
 Care Related Service Workers (CRSW),
 Healthcare Workers (HW), Care Assistants (CA)
 & Healthcare Professionals)**



Hotline: 29752391

WhatsApp: 96619716

**Working hour:
7 am to 10 pm**

Quality HealthCare Nursing Agency Limited
 6/F., Tower 1, The Quayside,
 77 Hoi Bun Road, Kwun Tong, Hong Kong
 Service Hotline: 2975 2391 Fax: 2851 6239
 E-mail: mail.ghna@qhs.com.hk Website : www.ghms.com

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1. Service Standards of Independent Contractors

- a. These "Service Standards of Independent Contractors" ("**Service Standards**") establish the fundamental professional and service standards, reflecting Quality HealthCare Nursing Agency's (the "**Agency**" or "**QHNA**") and customer's minimum expectation for Nurses, Care Workers and Healthcare Professionals. We expect you to refer to these Service Standards and adhere to the guidelines and standards when delivering your services to our clients as an independent contractor.
- b. The Agency may, from time to time, update the contents of these Service Standards to better cater for client's requirements. The latest version of the Service Standards shall apply to you.
- c. Before accepting any service placement, you should visit the Agency's website at <http://www.qhms.com> or obtain a copy of the latest version of the "Service Standards of Independent Contractors" for reference.
- d. In the event of any discrepancy or inconsistency between the content of these Service Standards and the "Independent Contractor's Placement Agreement" that you have signed with the Agency, the "Independent Contractor's Placement Agreement" shall prevail.
- e. These Service Standards has been translated into Chinese. In the event of inconsistency or discrepancy between the English version and the Chinese version of these Service Standards, this English version shall prevail.

2. Independent contractor

- a. **You have signed the "Independent Contractor's Placement Agreement" as an independent contractor. The acceptance of your registration and any placement arranged for you to work for our clients DOES NOT / SHALL NOT / WILL NOT constitute any employment relationship between (i) the Agency and you; and/or between (ii) any client and you.**
- b. **For details of your autonomy, responsibilities and terms as an independent contractor, please refer to the "Independent Contractor's Placement Agreement" that you have signed with the Agency.**

3. About Quality HealthCare Nursing Agency (QHNA)

- a. As part of Quality HealthCare Group, QHNA has been dedicated to delivering a wide array of nursing services to our customers since its establishment in Hong Kong in 1975, with continuous expansion in operations and services. Our mission has always been to serve as a bridge

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connecting clients with Nurses, Care Workers and Healthcare Professionals in providing quality services.

- b. We currently provide agency services to over 10,000 Nurses, Care Workers and Healthcare Professionals, and therapists who have registered with us. The office of QHNA has fully equipped conference rooms, which is used to facilitate briefings, interview and assessment tests for Nurses, Care Workers and Healthcare Professionals. We are also equipped with a brand-new computer system which will help effectively integrate personal data, resumes and preferences to match you with suitable clients.
- c. The scope of services of QHNA includes:
 - i. Identifying and referring Nurses, Care Workers and Healthcare Professionals to our clients for them to provide one or more of the following professional services :
 - 1) Home nursing care (including support for the elderly and personal care);
 - 2) Private healthcare support for patients staying in public and private hospitals;
 - ii. Providing manpower solutions to hospitals, clinics, elderly homes and other medical institutions by identifying and referring Nurses, Care Workers and Healthcare Professionals to cope with temporary staff vacancies or to provide relieving services;
 - iii. Identifying and placing Nurses, Care Workers and Healthcare Professionals to suitable clients based on individual requests, skills and/or preferences specified;
 - iv. Providing medical escort services to patients; and
 - v. Providing outreach vaccination services.

4. Customers' general requirements

The following are the minimum professional service standards that clients expect Nurses, Care Workers and Healthcare Professionals to meet in general. We hope that you will take references from these guidelines and standards when you provide your services to our clients. Please note that different clients may have different requirements on the scope of services and service standards, and the final service standards required of you will depend on their requirements.

- i. **Communication and reporting**

Please note that as an independent contractor, you are not required to report to QHNA.

- a. **When providing home care services:** You are required to maintain close communication with the patient's next of kin or the person responsible for taking care of the patient

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(the "**Responsible Person**"). You are expected to follow the instructions of the Responsible Person and report directly to him / her. You are also expected to report on and off duty to the Responsible Person.

- b. **When providing services in hospitals, clinics, elderly homes and other healthcare institutions:** You are required to maintain communication with the supervising nurse, head nurse or home manager (the "**Supervisor**") You are expected to follow the instructions of the Supervisor and report directly to him / her. You are also expected to report on and off duty to the Supervisor.

ii. **General service hours and work arrangement**

- a. You have a high level of autonomy as an independent contractor, including the discretion to accept or reject client referrals and work placements proposed by the Agency. Once you have agreed to accept a referral or a work placement, you are expected to commit to providing your services until completion.
- b. When providing services in hospitals, clinics, nursing homes or other healthcare institutions, each shift is 8 hours long in general.
- c. For home care services, each shift is 12 hours long in general (for example, from 8 am to 8 pm or from 8 pm to 8 am).
- d. If you wish to cancel or reschedule a work placement, please notify the Agency and the Responsible Person or the Supervisor of the service unit **at least 48 hours** before the start of the agreed service time so that the Agency can inform our client and arrange for a replacement. If you fail to provide 48 hours' notice and/or you fail to show up for any work placement, the Agency reserves the right to charge you an administrative fee. To ensure the quality of service, please do not arrange any service replacement without first notifying the Agency and obtaining the Agency's consent.
- e. To facilitate our communication, you can reach out to the Agency at 9661 9716 on WhatsApp.

iii. **Self-contained equipment and personal expenses**

- a. Hospitals, clinics, elderly homes and other healthcare institutions generally require you to wear clean and neat uniforms during the service hours. You are expected to equip yourself with the following uniforms at your own expense:

(1) Registered Nurses and Enrolled Nurses: White top with dark blue trousers.

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(2) China-trained/ Overseas Nurses, Healthcare Assistants, Care Related Service Workers, Health Workers and Care Assistants: White top with light blue trousers.

- b. Please wear appropriate uniform and your independent contractor name badge to provide your services. Please also bring along all the relevant professional certificates, tools (such as face masks, gloves, a pair of small scissors and a minute-by-second watch), stationery (such as red and blue ball pens) and personal items (such as snacks and water) as appropriate.
- c. You are responsible to arrange and pay for all personal expenses incurred while providing services, such as meals and transportation.

5. Professional Qualifications and Professional Standards

i. China-trained/ Overseas Nurses

- a. China-trained/ Overseas Nurses who have successfully passed the interview with the Agency will be required to undergo a questionnaire assessment. Upon passing the assessment, they will be registered with the Agency and arranged for suitable job opportunities (if any).

ii. Registered Nurses (RN), Enrolled Nurses (EN), Chinese Trained/ Overseas Nurses (CN/ ON), Health Workers (HW), Healthcare Assistants (HCA), Care Related Service Workers (CRSW), Care Assistants (CA) or Healthcare Professionals

- a. You must hold a valid passing certificate issued by a recognised training institution at all times of your service.
- b. Only those who have passed the interview will be registered with the Agency and be arranged for suitable job opportunities (if any).

iii. Nurses / Care Workers / Healthcare Professionals – Independent Contractor Professional Standards (including registered and enrolled nurses in Hong Kong)

According to our experience, clients generally request Nurses / Care Workers to meet the following requirements:

- a. Must hold a valid certificate corresponding to their training at all times of your service.
- b. Ensure punctual arrival at the service location.
- c. Equip yourself with neat uniform (if needed) and wear a name badge.
- d. If the service location is a **hospital**, they are required to first report to the nurses' station, understand the patient's condition from the ward supervisor and maintain close communication with the Responsible Person (if present) and follow his / her instructions.

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- e. The following are the basic professional requirements that are generally expected from all workers in the **hospitals**. All private care workers should be mindful of these requirements to ensure that their services meet the professional standard:
- (1) Understand and comply with the professional code of conduct of each hospital.
 - (2) Keep an eye on the patient's condition and stay alert to changes in the patient's health condition.
 - (3) Ensure that the equipment required for the service delivery is available and clean. If the use of a sphygmomanometer, mask, clear gloves, or any other medical equipment is needed, please obtained them from the duty nurse. All items must be returned after used.
 - (4) Particular vigilance is necessary when handling medications and overseeing intravenous injections, especially the reactions to medication for patients with mental health concerns.
 - (5) Handle used syringes and needles in the proper manner (in accordance with the instructions of the hospital).
 - (6) Falling asleep during duty is not permitted, and personal use of phones while on duty is not allowed (except for the purpose of entering work time on the QHNS App (as defined below in Section 7) in accordance with Section 7).
 - (7) Smoking or alcohol consumption is not allowed during duty.
 - (8) Do not leave the ward unnecessarily or go out for personal errands. Avoid engaging in idle conversation while working.
 - (9) Do not use the ward bathrooms for personal laundry, hair shampooing or bathing.
 - (10) Always uphold professional ethics. Do not disclose the patient's health conditions or private information to unrelated individuals, nor discuss the patient information in public places.
 - (11) Treat patients and their families or caregivers with courtesy, patience and compassion.
 - (12) If the patient is connected to a medical device, monitor closely and operate the device properly.
 - (13) Be responsible for regular patient care including timely administration of medication, daily cleaning of patient's bed, and assisting patients with bed baths and lower body washes while considering their preferences.
 - (14) Special care is required for these patients:
 - a. Paralyzed patient: To prevent pressure sores, change their positions frequently and turn them every 2 hours. Wash their mouths 2-3 times a day to maintain oral health.
 - b. Postoperative patient: Take body temperature every 4 hours for the first 3 days after operation. If the patient does not have fever, twice temperature checks per day are sufficient thereafter. The disinfectant in the thermometer bottle should be replaced weekly, and the call bell should always be within the patient's reach.
 - c. Patients with suicidal tendencies: Ensure the ward doors and windows are securely closed. Closely monitor the patient's condition and if necessary, only apply a restraining suit with the consent of the patient's family.

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- (15) Ensure the bed rail is raised when assisting postoperative or paralyzed patients with bathing or repositioning.
- (16) Demonstrate professional courtesy when a doctor or a head nurse come is making ward rounds, and provide a detailed report on the patient's conditions when requested.
- (17) Hospital clients are advised to provide day shift care workers with 45-60 minutes for lunch break. However, the actual mealtimes and arrangements will depend on the practice of individual hospital.
- (18) Never leave patient unattended in the ward during meal break. Always notify the ward nurse or a family member of the patient each time you leave to prevent potential accidents.
- (19) If you sustain any injury or are involved in any accident during your work shift, promptly inform QHNA staff and patient's families.
- (20) After your shift ends, make sure to properly handover to the care workers or duty nurse of the next shift before changing your uniform. Some hospitals require a written patient report to be submitted to the ward nurse for each shift.
- (21) Treat all the facilities and patient's properties respectfully.
- (22) Immediately report any damage to facilities or loss of patient's properties to the head nurse or the patient's family.
- (23) Any damage to facilities of patient's properties caused by negligence may require compensation from the independent contractor.
- (24) If the independent contractor damages or losses any property of the hospital or the patient, he / she must report the case to the Agency and indemnify the Agency for all claims, losses and damages arising out of such property damage or loss.
- (25) Take care of your belongings and avoid bringing expensive jewelry and excessive cash to work.

Keep in mind: As Nurses / Care Workers, our clients / patients will expect you to provide nursing services in a pleasant manner with diligent care and regularly monitor patient's health progress, with the aim of facilitating their swift recovery. You should respect the rules and operation of each hospital and provide services with professional integrity. When in doubt, you should humbly seek advice from the hospital nurses.

iv. **Infant care**

When providing care for an infant at home, you must pay attention to the following items:

- (1) Respect and comply with the baby's mother's instructions regarding feeding and bottle cleaning. Even if these instructions deviate from common practices, it is crucial to honor the mother's instructions.
- (2) If your duties require an overnight stay, stay quiet to avoid any disturbance to the baby or other members of the household.

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6. Scope of Responsibility

- i. As an independent contractor, you have direct accountability for the services you provide.
- ii. You should only provide services within the scope of your professional qualifications or recognized training. You should not offer services that exceed your professional expertise or for which you lack the required certification, including but not limited to :

a. For Healthcare Assistants, Care-related Services Workers and Care Assistants:

- (1) You **should not** administer medication to patients unless instructed by a Responsible Person with detailed instructions provided.
- (2) You **should not** touch the dressing or bandage on patient's wound, administer injection, replace intravenous infusion bags, perform sputum suctioning, feed patient through nasogastric tubes, insert urinary catheters or nasogastric feeding tubes, or touch ventilation switches or other specialized equipment in the hospital.

b. For China-trained/ Overseas Nurses and Health Workers:

- (1) You **should not** administer medication to patients unless directed by a Responsible Person, with detailed instructions provided.
- (2) While in the hospital, you **should not** touch the dressing or bandage on patient's wound, administer injection, replace intravenous infusion bags, insert urinary catheters or nasogastric feeding tubes, touch ventilation switches or other specialized equipment in the hospital.
- (3) You **should not** perform the following procedures for home-care patients if you have not received the relevant training:
 - Nasogastric tube feeding
 - Changing a patient's colostomy bag
 - Sputum suctioning
 - Dressing, cleaning wounds or changing bandages for patients

7. Service fees, invoicing and responsibility of independent contractors:

i. Service fees from clients

- a. You are required to log in to our QHNA's mobile application ("QHNA App") to sign in and sign out of each placement and/or otherwise submit information to QHNA in relation to your placement time entries.

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- b. You are required to submit all eligible disbursement expenses (if any, e.g. eligible taxi fare) for reimbursement purposes on our QHNA App.
- c. You are required to log in to the QHNA app to sign in any time within 1 hour before the start time of your work placement. You are required to sign out after you have completed your work placement.
- d. Please report all technical and/or other issues which you may have with the use of the QHNA App to us as soon as practicable. In any event, please provide sign in and sign out time of work placements to QHNA if you are unable to do so on the QHNA App.
- e. Please note that you will not be entitled to any additional service fees based solely on the sign-in and sign-out time submitted on the QHNA app unless otherwise agreed by QHNA.
- f. For the avoidance of doubt, records shown on your QHNA App are for reference only and are not conclusive evidence of time entries, work placement completed and/or any work performed. In the event of disputes, the decision of QHNA shall be final and conclusive.
- g. Only after the Agency has received the service fees by the clients, we will arrange payment of your service fees to your designated bank account (If you are not using HSBC or Hang Seng Bank account, additional time may be required for payment to be made).
- (1) For Registered Nurses and Enrolled Nurses:**
- For services rendered during the 1st to 15th day of a month: Service fees will be paid on the 5th day of the following month.
 - For services rendered during the 16th to 30th (or 31st) day of a month: Service fees will be paid on the 19th day of the following month.
- (2) For China- trained/ Overseas Nurses, Healthcare Assistants, Care-related Service Workers and Care Assistants:**
- For services rendered during the 1st to 15th day of a month: Service fees will be paid on the 1st day of the following month.
 - For services rendered during the 16th to 30th (or 31st) day of a month: Service fees will be paid on the 16th day of the following month.
- h. If a payment day falls on a Saturday, Sunday or public holiday, payment will be postponed to the following banking day.
- ii. **If a client requests to pay you both the service fees and the Agency's commission and administrative fees directly, you are obliged to:**
- a. Deposit the Agency's commission and administrative fees into the Agency's **HSBC bank account (Account Number: 062-3-024536)** within 3 days of receipt. Alternatively, you can

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use the Fast Payment System (FPS) for the transfer – **The FPS account number is 0203216** (Quality HealthCare Nursing Agency Ltd.).

- b. After making the deposit, please inform the Accounting Department of QHNA immediately by phone at 2975 2394 or 2975 2395, or via email : account@qhs.com.hk, or Whatsapp: 9738 4836

8. Other important notice

i. Adverse weather

- a. Regardless of adverse weather conditions, patients/ clients continue to rely on your services.
- b. In situations of severe weather such as typhoons or black rainstorms signal, you should utilize available public transport (such as buses, minibuses, MTR and trams) to reach service locations provided it is safe. If these public transport has been suspended, you may take a taxi to the service location under safe conditions. Please keep and submit the receipt together with your invoice to the Agency. The Agency will reimburse your transportation fee from the client accordingly.
- c. If adverse weather is likely to affect your arrival time at the service location, please promptly inform the person in charge or Supervisor of the client by phone.
- d. If the patient requires your round-the-clock service, you should remain at your post and continue working and wait until a replacement arrives, and may adjust the working hours accordingly with the replacement, subject to the provisions of the Independent Contractor's Placement Agreement and those of these Service Standards.
- e. You should carefully assess the weather conditions and travel to and from the service location in a safe environment. If you are unable to do so due to adverse weather, you should stay in a suitable shelter until it is safe and suitable.

ii. Meal time

- a. During service hours, you are responsible for arranging your meals at your own expense.
- b. Meal time must be coordinated with the client's Responsible Person or Supervisor. Unless another Responsible Person is present, you must not leave the patient alone. Please return to your service post as soon as possible after your meal.
- c. If you need to leave your service post momentarily, you must inform and obtain approval from the nurse or Responsible Person overseeing the patient and ensure to report back to them upon returning to your service post.

iii. In case of a patient's death

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- a. If the patient passes away during your service, you should remain at your post and immediately contact the nurse or Responsible Person overseeing the patient. Stay on site and wait until the family of the deceased arrives. Your service for the day concludes only after you have respectfully excused yourself.
- b. Please inform the Agency as soon as possible after the patient's death. This allows the Agency to inform the Nurses, Care Workers and Healthcare Professionals for the next shift to cancel their service. However, if the death occurs after midnight, please wait until 6 am on the following day to report to the Agency's duty nurse.
- c. If the patient's death happens during daytime hours, the client will settle the service fees for the full day, up until the time you excuse yourself from the deceased's family and depart the service location.
- d. If the patient's death occurs after midnight, the client will pay you the service fees for the entire shift.

iv. **Client complaints**

- a. If the Agency receives a complaint about your service, we will conduct investigation and assessment.
- b. If the nature of the complaint is serious and it is determined that you have made a significant error, the Agency reserves the right to immediately revoke your registration and cease further client referrals to you.
- c. If the nature of the complaint is relatively minor, the Agency will record the complaint and may issue you a warning if necessary.
- d. If the Agency receives three or more complaints about your services, we reserve the right to immediately revoke your registration and discontinue client referrals to you.
- e. If the customer's complaint is valid and you are not able to provide the explanation for your failure to provide the required service, the client has the right to refuse paying service fees to you. Under such circumstances, the Agency is under no obligation and will not hold any payment responsibility.

v. **Others**

- a. In the event of discrepancy between these Service Standards and the Independent Contractor's Placement Agreement, the Independent Contractor's Placement Agreement shall prevail.