

Code of Practice for Suppliers of CPAP Sleep Therapies

Regulation Process

Purpose of this Application:

The Sleep Health Foundation Code of Practice for Suppliers of CPAP Sleep Therapies has been established to encourage best practice industry wide. The guidelines are informed by ASA and other guidelines.

Functions:

The functions of the Code of Practice include:

- Accredited companies to display the full Code of Practice on the wall in the reception area of their office and provide a printed copy to all patients on completion of service.
- Use special SHF Accredited Supplier Logo in all promotional material.

Membership

Suppliers of CPAP Sleep Therapies.

Regulation

As per the Sleep Health Foundation Code of Practice for Suppliers of CPAP Sleep Therapies.

Audit System

Self regulation is the first line:

- The code must be prominently displayed in the showroom.
- Code standards are auditable but this is a reserve function.
- Complaints are directed to the company concerned in the first instance
- Failure to resolve the complaint or a clear transgression of the code are referred to the Foundation.
- Corrective actions may be recommended.
- Failure to implement these may result in withdrawal of certification.
- Fees are non-refundable.
- Any dispute regarding these matters will be resolved by the Board.

- The disputing party(ies) have the right to formally put their case(s) to the Board in writing. A primary consideration of the Board in resolving disputes will be to determine the appropriateness of ongoing Sleep Health Foundation recognition of the business(es) concerned under the code. The Board's decision will be final.

Obligations of Resellers

In their role suppliers of sleep therapies who have committed to the SHF Code of Practice will:

- Comply with the principles set out in the Code of Practice.
- Investigate any complaints made by patients in a timely manner and provide a brief written report of the result of any investigation.
- Act with the community's interest as their prime concern.

Obligations of Sleep Health Foundation

- Ensure any patient complaints are dealt with promptly.
- Act promptly to withdraw any endorsement of non-compliant members and ensure that endorsement is removed from website and noted on website.